

Product Safety Recall

N212345450 Accessory Floor Liner May Cause Unintended Acceleration



Release Date: December 2021

Revision: 00

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery October 14, 2021. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Various vehicles may have had a suspect part sold over the counter (part number 42686568); a search of General Motors sales records has identified the following of 2 categories of sales:

- 1. GM sales records that contain a VIN.** These identified VINs will be available on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management (GWM) system. GM will contact these customers.
- 2. Dealer sales records by VIN and/or customer address.** Dealers are to search their part sales records for part number 42686568 to determine the name and address of the purchaser. If the purchaser is a body shop, independent repair shop, etc., dealers are to contact the repair facility and obtain the owner's name and address and send the owner a copy of the letter. The VIN will not appear in IVH.

For US dealers only: For dealers with involved vehicles that can be identified by VIN, a listing with the involved vehicles containing the complete VIN, customer name, and address information has been prepared and will be provided to US dealers through GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete the recall.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Bolt EV	2017	2021		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain front driver all-weather floor liners sold as an optional accessory for 2017 – 2021 model year Chevrolet Bolt EV vehicles. In certain vehicles, the driver may be able to push a properly secured liner forward until it can contact or entrap the accelerator pedal when the accelerator pedal is fully depressed. The driver may notice contact between the liner and the accelerator pedal. If the liner contacts and entraps the accelerator pedal while driving, it can cause unintended acceleration, increasing the risk of a crash. If this occurs, the driver can apply the vehicle's service brake, which will engage the vehicle's brake-override system and stop the vehicle. GM is advising owners to remove the recalled floor liner until a replacement is available.
Correction	Dealers will replace the accessory floor liner.

Parts

Quantity	Part Name	Part No.
1	Accessory Floor Mat – Driver's Side	42820713

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

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Warranty Information

For vehicles that are listed in IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106017	Remove, Discard and Replace Driver Side Accessory Floor Liner	0.2	ZFAT	N/A
9106031	No Accessory Driver Floor Liner Present at Time of Service	0.1	ZFAT	N/A
9106018	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZFAT	**
9106019	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***

For vehicles that are not listed in IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106091*	Remove, Discard and Replace Driver Side Accessory Floor Liner	0.2	ZREG	N/A
9106092	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZREG	**
9106093	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	***

*Because the VIN is not loaded into IVH, the warranty transaction must be H-routed for wholesale authorization.

Note: To avoid having to “H” route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

** USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAN) administrative allowance in Net/Admin Allowance.

*** Submit \$10.00 USD (\$12.00 CAN) administrative allowance in Net/Admin Allowance.

Service Procedure

IMPORTANT: The customer must bring in the accessory floor mat (liner) in order to receive a replacement service part. It is important that the mat is destroyed and disposed of properly by the dealer. If the customer has discarded or disposed of the mat, use Labor Operation # 9106031 to close the safety recall.



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NOTE: This procedure only applies to the full liner type floor covering. Do not remove, destroy, or discard any other type of floor covering.

1. Remove the driver side accessory floor mat (liner).

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2. Using aircraft style tin snips, cut the liner in half, making it unusable.
3. Dispose of the accessory floor mat (liner).
4. Install the new service accessory floor mat (liner). Ensure the attachment features are engaged.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

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Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in the bulletin can be submitted at any time to the dealer. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

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IMPORTANT SAFETY RECALL

December 2021

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain front driver all-weather floor liners sold as an optional accessory for 2017 – 2021 model year Chevrolet Bolt EV vehicles. As a result, GM is conducting an equipment safety recall.

IMPORTANT

- Your vehicle is involved in GM safety recall N212345450.
- Schedule an appointment with your GM dealer.
- Your dealer will exchange your existing accessory floor liner for a new redesigned floor liner at **no charge**.
- **Until your accessory floor liner is replaced, remove it from your vehicle.** The production floormat that was delivered with your vehicle can be used in its place until a replacement liner is available.
- **Bring the accessory liner to your service appointment.** The accessory liner will be exchanged for the new redesigned liner.

Why is your vehicle being recalled?

In certain vehicles, the driver may be able to push a properly secured liner forward until it can contact or entrap the accelerator pedal when the accelerator pedal is fully depressed. The driver may notice contact between the liner and the accelerator pedal. If the liner contacts and entraps the accelerator pedal while driving, it can cause unintended acceleration, increasing the risk of a crash. If this occurs, the driver can apply the vehicle's service brake, which will engage the vehicle's brake-override system and stop the vehicle.

What will we do?

Your GM dealer will exchange your existing accessory floor liner for a redesigned accessory floor liner. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 15 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Owners should not use the driver's side accessory floor liner. In its place, until the recall is completed on your vehicle, the production floormat which was delivered with your vehicle can be used. **You must bring the accessory liner with you to your service appointment.**

Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet EV Concierge Number at 1-833-EVCHEVY (833-382-4389).

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If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 21E089.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto
Vice President
Global Product Safety and Systems

Enclosure
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