

Product Safety Recall

N212343880 High Voltage Battery May Melt or Burn



Release Date: November 2021

Revision: 02

Revision Description: This bulletin has been revised to move 2019 model year VINs into bulletin # N212343883. Please discard all copies of N212343880.

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 July 23, 2021.

The service procedure contained in this bulletin WILL NOT close the recall. The status of the VIN will remain “Incomplete, Remedy Not Available” in the Investigate Vehicle History (IVH) in Global Warranty Management even after the completion of the service procedure. Even so, dealers should submit warranty claims for affected vehicles after the procedure in this bulletin is successfully completed.

The service procedure involves manually updating the maximum state of charge of the battery pack by enabling “Hill Top Reserve” on 2017-18MY vehicles.

Some MY2017-18 VINs could display in both N202311731 and N212343880 in GWM.

- If the vehicle is OPEN in IVH for recall N202311731-02, the updated service procedure described in that bulletin, including the replacement of the battery if it fails diagnostics and the manual setting of the vehicle’s state of charge, may be performed as an interim remedy.
- If the vehicle is CLOSED in IVH for recall N202311731-02, (i.e., it has received the updated software **only**), the manual interim procedure of limiting the battery state of charge to 90% must be completed under recall N212343880.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes even after the procedure in this bulletin is completed.

ONLY EV Certified dealers can complete this repair.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Bolt EV	2017	2018		

Involved vehicles are marked “Incomplete, Remedy Not Available” 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. Even so, dealers should submit warranty claims for affected vehicles after the service procedure in this bulletin is successfully completed.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2017-2018 model year Chevrolet Bolt EV vehicles. The high voltage batteries in these vehicles may pose a risk of fire when charged to full, or very close to full, capacity.
Correction	Dealers will replace defective battery modules in the recall population. Until the updated recall remedy is performed, customers should take the following interim steps: <ol style="list-style-type: none"> 1. Customers should, whether or not they received the current software update, return their vehicle to the 90% state of charge limitation using Hilltop Reserve mode. If customers are unable to successfully make these changes, or do not feel comfortable making these changes, we are asking them to visit their dealer to have these adjustments completed. 2. Additionally, we ask that customers charge their vehicle more frequently and avoid depleting their battery below approximately 70 miles (113km) of remaining range, where possible. 3. Out of an abundance of caution, customers should continue to park their vehicles outside immediately after charging and not leave their vehicles charging indoors overnight.

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Parts

No Parts Required

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105862	Manually Reduce Maximum State of Charge	0.2	ZFAT	N/A

Service Procedure

Manually Reducing Maximum State of Charge

1. Enable Hill Top Reserve.
2. To view and change the Energy Settings, touch Energy, and then touch Energy Settings. Use the arrows to scroll through the list.
3. Set Hill Top Reserve to On.

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 are subject to this recall. 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 until the final remedy is completed. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle is not re-certified for sale within the CPOIS system, and cannot 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. 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.

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.

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Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in this safety recall.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

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.



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Voluntary Technician
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