



IMPORTANT SAFETY RECALL

November 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.

Our records indicate that your 2017 – 2021 model year Chevrolet Bolt EV vehicle may have been sold with a recalled driver's side floor liner. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N212345450.
- Parts are not currently available to replace the driver's side accessory floor liner in your vehicle.
- **Please remove the accessory floor liner from your vehicle.** The production floormat that was delivered with your vehicle can be used in its place until a replacement liner is available.
- **Do not discard the accessory liner.** You will need to bring the accessory liner with you to your service appointment to exchange it for a replacement.

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?

Parts to repair your vehicle are not currently available, but when parts are available, 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**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your GM dealer to have your vehicle serviced. You can also check the status of this recall at: <https://my.gm.com/recalls>. If you have already paid for repairs for this condition, you may submit those charges using the reimbursement request form that will be provided with the next letter.

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 will need to bring the accessory liner with you to your service appointment.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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 Carto
Vice President
Global Vehicle Safety and Systems

GM Recall: N212345450