

Rapid Retail-008467 | Jul2021 | 480px EMAIL | July Chevy Bolt EV Recall EM | CH01 - 2017, 2018 & 2019 Model Years

FROM: Chevrolet  
 SUBJECT: UPDATE: Important Bolt EV safety information  
 PREHEADER: For more information, visit [Chevy.com/boltevreCALL](https://Chevy.com/boltevreCALL) ›



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[Firstname],

You are an important part of the journey to an all-electric future, and we are humbled that you chose to be on that journey with Chevrolet. As part of GM's commitment to safety, experts from GM and LG have identified the simultaneous presence of two rare manufacturing defects in the same battery cell as the root cause of battery fires in certain Chevrolet Bolt EVs. As a result, GM will be conducting a new recall for the previous population of Bolt EVs (2017-2019) to address the risk of battery fires in these vehicles.

As part of this recall, GM will replace defective battery modules in your vehicle. We will notify you when replacement parts are ready. While we prepare to conduct this recall, we are asking you to take the following steps until the new remedy has been performed:

1. You should, whether or not you received the current software update, **return your vehicle to the 90% state of charge limitation** using Hilltop Reserve mode (for 2017-2018 model year vehicles) or Target Charge Level mode (for 2019 model year vehicles). If you are unable to successfully make these changes, or do not feel comfortable making these changes, we ask you to visit your dealer to have these adjustments completed.
2. Additionally, we ask that you **charge your vehicle after each use and avoid depleting your battery below approximately 70 miles of remaining range**, when possible.
3. Out of an abundance of caution, you should continue to **park your vehicle outside immediately after charging and do not leave your vehicle charging overnight**.

In the meantime, if you have not visited your dealer to receive the advanced diagnostics software, you should visit your nearest Chevrolet EV dealer to obtain the update. After obtaining the software, you should still limit your state of charge to 90% and otherwise follow the advice above.

We understand that trust is earned and not given, and we are devoted to validating your trust by making this process as seamless as possible. This starts with a timely repair experience that supports your needs. Chevrolet's transition to an all-electric future is predicated on our relentless desire to do the right thing, and I want to thank you for putting your trust in our brand.

#### Questions or concerns?

- View [Recall Notice Details Online](#) ›

OR

- Contact the Chevrolet EV Concierge at 1-833-EVCHEVY (available Monday through Friday from 8–12 a.m. ET; Saturday and Sunday from 12–9 p.m. ET)

OR

- Contact your preferred Chevrolet EV dealer

Steve Hill  
 U.S. Vice President, Chevrolet

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