



This certificate package is NOT intended for customers who have only received Advanced Diagnostic Software (ADS) and should only be provided to a customer after they have received battery replacement. Your warranty claim should be submitted through the Global Warranty Management system to assign the new 8-year /100k-mile Limited Part Warranty to the VIN.

Instructions

1. Open the editable Bolt Warranty Certificate PDF [HERE](#) and select the **Year, Make and Model** from the drop-down menu. Next, copy and paste the full 17-digit **VIN** of the vehicle (*to avoid typos*) receiving the EV battery replacement and print the certificate.

2. After the repair has been completed, thank the customer and, while handing them the Bolt Warranty Certificate, let them know that the replacement EV battery comes with a new Bolt EV Battery Limited Part Warranty.

Customers will also receive a complete package in the mail from Chevrolet or General Motors containing a “Thank You” letter, the EV Battery Certificate, and a QR code sticker that will take them directly to the Warranty Tracker in MyAccount where they can see their updated battery warranty.

3. Review the FAQs below prior to delivering the certificate to the customer and be prepared to answer any questions they may have.

FAQ Bolt EV Battery Limited Part Warranty Certificate

Q: What is it?

A: Many Bolt vehicle owners who had their High Voltage Batteries replaced as part of the recall were not aware that the replacement EV battery came with an 8-year/100,000-mile limited part warranty. Chevrolet or General Motors will mail a thank you note, EV battery certificate, and QR code sticker to all Bolt owners who have received an EV battery replacement.

Q: Do I have to do anything to “activate” this warranty?

A: No, the part warranty went into effect on the day the replacement EV battery was installed. The certificate and sticker are items for you to keep and either display or store in the vehicle’s glovebox. The new EV Battery Limited Part Warranty should display in both GM and dealer systems within 30 days of the recall EV battery replacement.

Q: Do I need to keep the certificate or sticker as “proof” of this warranty?

A: No, GM maintains warranty information applicable to your vehicle, which your dealership may access in the event a warrantable concern were to arise. The certificate and sticker are items for you to keep for your own records.

Q: What do I need to do with the sticker?

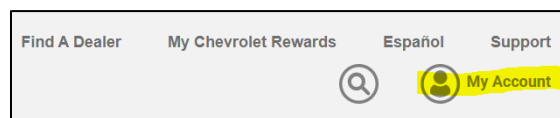
A: You may display your sticker or store it in your glovebox for safekeeping. We have provided it for your convenience. You will see that it has a QR code in the background of the image, so if you hold a smart phone or similar device over the sticker, an internet browser should pop up. If you were to click on the browser pop up, you should be directed to the MyAccount login page at Chevrolet.com.

Q: Where does the QR Code take the customer?

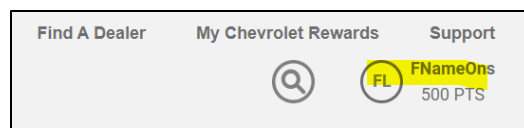
A: To the MyAccount login page from Chevrolet.com

Q: How and where do I find warranty information about my vehicle within MyAccount?

- A:
1. Click “MyAccount” in the top left corner of the page
 2. Sign in

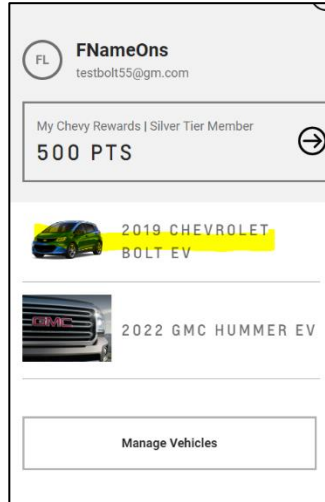


3. Click on your name

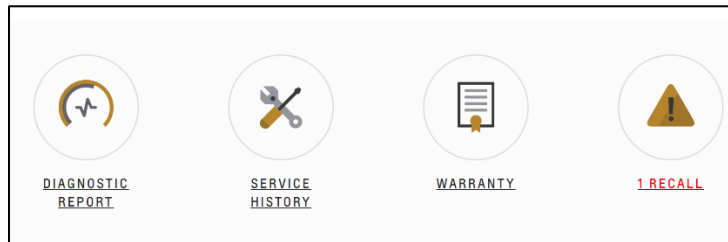


FAQ Bolt EV Battery Limited Part Warranty Certificate (continued)

4. Select your vehicle



5. Scroll down and click “WARRANTY”



6. Scroll to view all warranty information, including the Battery Warranty mileage remaining and expiration date

