

FROM: Chevrolet
SUBJECT: Important safety update on your EV
PREHEADER: Battery module information.



CHEVROLET

Battery module information.

CHEVROLET

[Firstname],

We are grateful for your patience as we work to advance solutions for your Chevrolet Bolt EV/EUV. Our team is diligently working on solutions to address key concerns we know you are having during this time.

Initial replacement battery modules for Bolt EVs and Bolt EUVs have begun shipping to certain Chevrolet EV dealers. If your battery was manufactured during specific build timeframes where we believe battery defects appear to be clustered, you will be among the first to be scheduled for repair. Once your replacement battery modules are available, you will receive a communication from us asking you to contact your preferred Chevrolet EV dealer to schedule a service appointment. Once service is complete, your battery will be covered by an 8-year/100,000-mile limited parts warranty.¹

The battery module repair will take approximately two days to complete, and we will provide courtesy or rental vehicle transportation to you during the replacement procedure. Your dealer will have more details regarding transportation options. The service will be performed by Chevrolet dealer technicians who are specially trained in EV service and who have received detailed instructions on completing these hardware repairs.

We are also on track to begin roll out of a new advanced diagnostic software by mid-November. Once your software is available, you will receive a communication from us asking you to contact your preferred Chevrolet EV dealer to schedule a service appointment to have the software installed. The diagnostic will be designed to detect specific abnormalities that might indicate a damaged battery in Bolt EV and EUVs by: monitoring the battery performance; alerting customers of any anomalies; and prioritizing damaged batteries for replacement. It is our intent that further diagnostic software will allow customers to return to a 100% state of charge once all diagnostic processes are complete.

In the meantime, please look out for follow-up communications with an update on your vehicle. For any additional questions visit www.chevy.com/boltevreCALL or contact the Chevrolet EV Concierge at 1-833-EVCHEVY (available Monday through Friday, from 8 a.m. – midnight ET; Saturday and Sunday, from noon – 9 p.m. ET) or contact your preferred Chevrolet EV dealer.

We sincerely appreciate your patience and loyalty as we continue our journey to an all-electric future.

Steve Hill
 Vice President, Chevrolet

FIND NEW ROADS™

CHEVROLET



¹ Whichever comes first. See Limited Parts Warranty for details.

To ensure you receive your Chevrolet emails, please add Your_Chevrolet_Team@emails.Chevrolet.com to your Address Book.

The marks of General Motors, its divisions, slogans, emblems, vehicle model names, vehicle body designs and other marks appearing in this email are the trademarks and/or service marks of General Motors, its subsidiaries, affiliates or licensors.

You are receiving this email because you are a valued Chevrolet owner.

[Copyright & Trademark](#) | [GM Privacy Statement](#)

Chevrolet | 100 Renaissance Center | 482.A00.MAR | Detroit, MI 48265 | 1-800-950-2438

© 2021 General Motors. All rights reserved.

RRCH01