

Frequently Asked Questions (FAQs) for Safety Recall N212343883 High Voltage Battery May Melt or Burn

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety Recall identified above.

Q1) Which vehicles are involved?

A1) 2017-2019 model year Chevrolet Bolt EV vehicles that have not yet received their replacement battery module.

Q2) What is the issue or condition?

A2) The high voltage batteries in these vehicles may pose a risk of fire when charged to full, or very close to full, capacity.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) The battery may emit smoke or heat, and the condition may melt or damage the battery and other vehicle components.

Q4) What is the remedy/repair?

A4) Dealers will replace the lithium ion battery modules in the recalled vehicles with new lithium ion battery modules as parts become available.

Q5) What is the safety risk?

A5) If the batteries in certain vehicles within this population are charged to full capacity, or very close to full capacity, the batteries may pose a risk of fire.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) No, when a final remedy is available and/or sufficient quantity of parts are available, the final recall bulletin will be released, and dealers can begin repairing vehicles.

A software update is available for these vehicles that will remove the parking and charging limitations. Owners of 2017-2019 model year Bolt EVs who have not yet received their replacement battery modules should schedule a service appointment at their preferred Chevrolet EV dealer as soon as possible to have the software installed.

This software will automatically limit your vehicle's maximum state of charge to 80%, which will allow you to safely resume:

- charging indoors overnight;
- depleting your vehicle's battery below 70 miles (113 km) of range, resulting in greater overall vehicle range compared to GM's prior interim charging guidance; and,
- parking indoors after charging.

When the final remedy is available, dealers will repair vehicles under recall bulletin N212343881.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) Owners of 2017-2019 model year Bolt EVs who have not yet received their replacement battery modules should schedule a service appointment at their preferred Chevrolet EV dealer as soon as possible to have the software update installed. Until the Advanced Diagnostic software update is installed in N212343883, customers should continue to take the following interim steps:

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1. Customers should set their vehicle to the 90% state of charge limitation. If customers are unable to successfully make these changes, we are asking them to visit their Chevrolet EV certified 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 (113 KM) 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.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail and/or email by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this safety recall.

Q11) Where should customers go to get more information on the recall?

A11) Customers should visit www.chevy.com/boltevrerecall or contact the Chevrolet EV Concierge 1-833-EVCHEVY (available Monday through Friday from 8:00am – 7:00pm EST) or contact their preferred Chevrolet EV dealer.

Q12) How long should a customer expect to wait for a replacement battery?

A12) We're working with our supplier and manufacturing teams to determine how to best expedite battery capacity for module replacement under this recall.