

Rapid Retail-008565 | Aug2021 | 480px EMAIL | Aug Chevy Bolt EV Reassurance EM | CH01 - 2019 Model Year

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



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[Firstname],

At Chevrolet it is our mission to keep you, our customer, at the center of everything we do. To that end, we are writing you today to hear from Chevrolet directly about your vehicle. General Motors is voluntarily expanding the current Chevrolet Bolt EV recall to cover the remaining 2019 and all 2020-2022 model year vehicles, including the Bolt EUV. In rare circumstances, LG batteries supplied to GM for these vehicles may have manufacturing defects which increase the risk of fire. Out of an abundance of caution, GM will replace the lithium ion battery modules in your vehicle with new lithium ion battery modules as parts become available. These all-new lithium ion battery modules will provide you with:

- All new cells featuring GM's most advanced Bolt chemistry
- 8% additional battery capacity resulting in a vehicle range improvement in equivalent driving conditions¹
- A new 8-year/100,000-mile limited parts warranty for your lithium ion battery upon completion of the battery module replacement²

We are working aggressively with LG to increase production as soon as possible. We will notify you when replacement parts are ready. For your safety we are asking for you to immediately do the following:

1. Set your vehicle to a 90% state of charge limitation using Target Charge Level mode. Instructions on how to do this are available at www.chevy.com/boltevreCALL. If you are unable to successfully make these changes, or do not feel comfortable making these changes, GM is asking you to visit your dealer to have these adjustments completed.
2. Charge your vehicle more frequently and avoid depleting your battery below approximately 70 miles (113 kilometers) of remaining range, where possible.
3. Park your vehicle outside immediately after charging and do not leave your vehicle charging indoors overnight.

We understand that trust is earned and not given, and we are committed to regaining your trust. This starts with new lithium ion battery modules and an experience that supports your needs. We know you have a lot of questions. Our team is working hard to get you answers and we plan to be in regular communication. Please visit www.chevy.com/boltevreCALL, contact the Chevrolet EV Concierge 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 for the latest information.

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.

Steve Hill
 Vice President, Chevrolet

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¹ GM estimate. Actual range will vary based on several factors, including temperature, terrain, battery age, loading, use and maintenance.

² Whichever comes first. See Limited Parts Warranty for details.

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