

Frequently Asked Questions (FAQs) for Safety Recall N212345944 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) General Motors has decided that a defect which relates to motor vehicle safety exists in 2020 – 2022 model year Chevrolet Bolt EV vehicles and 2022 model year Chevrolet Bolt EUV vehicles.

Q2) What is the issue or condition?

A2) The high voltage batteries in some 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 are to install the advanced diagnostic software that will monitor battery performance and identify defective battery modules that require replacement. This new advanced diagnostic software will continually monitor the high voltage battery in the vehicle.

- The software will initially limit the vehicle's high voltage battery to a maximum state-of-charge of 80%.
- If no anomalies are detected after approximately 6,200 miles or 10,000 km of use, the high voltage battery will automatically return to a maximum state-of-charge of 100% without a return trip to the dealer.
- If the software detects a problem in the vehicle's high voltage battery, the customer will be alerted via a warning in the driver information center. If this occurs, the customer should contact their Chevrolet Bolt EV/EUV certified dealer to have the affected high voltage battery module replaced.
- Dealers will review the Notice to Customer (included in the bulletin) with the customer at time of vehicle return or delivery. This notice contains the approximate miles of when the battery will automatically return to a maximum state-of-charge of 100%.

Q5) How will a customer know if their battery has returned to 100% state-of charge?

A5) Until the software has completed its diagnostic process, owners will not be able to adjust their Target Charge Level to anything above 80% SOC. If they attempt to make an adjustment, the screen will blink and not allow anything higher. Once the diagnostic has matured, the customer will be allowed to return their Target Charge Level to 100%.

Q6) What will happen to an owner's vehicle if a battery anomaly is detected?

A6) If the software detects a problem in your vehicle's high voltage battery, you will be alerted via a warning in the driver information center. If this occurs, you should contact your Chevrolet Bolt EV/EUV certified dealer to have the affected high voltage battery module replaced.

**Frequently Asked Questions (FAQs) for Safety Recall N212345944
High Voltage Battery May Melt or Burn**

Q7) What is the safety risk? Is the vehicle safe to drive?

A7) 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.

Q8) Does the customer have to pay for this remedy/repair?

A8) No, this repair will be done at **no cost** to the customer.

Q9) Is the remedy/repair available now?

A9) Yes, please see the attached bulletin for details.

Q10) What should customers do until recall repairs can be completed? Are there any special instructions?

A10) If special instructions are provided, they will be included in the notification letters to customers.

Q11) How can customers check to see if their vehicle is involved in this field action?

A11) Customers who own a vehicle involved in the field action will be notified by mail 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/>.