Frequently Asked Questions (FAQs) for Safety Recall N212345940 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) All 2020-2022MY Chevrolet Bolt EV and 2022MY 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 will replace defective battery modules in the recall population.

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 remedy is available and/or sufficient quantity of parts are available, the final recall bulletin will be released, and dealers can begin repairing vehicles.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?
A8) Yes. Until the recall remedy is available, customers should take the following interim steps:

1. Customers should set their vehicle's high-voltage battery system to a 90% state of charge limitation using Target Charge Level mode. If customers are unable to successfully make these changes, or do not feel comfortable making these changes, customers should visit their 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.

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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 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/boltevrecall or contact the Chevrolet EV Concierge 1-833-EVCHEVY. Hours of operation are Monday through Friday, 8:00 AM to 12:00 AM ET or Saturday and Sunday, 12:00 PM to 9:00 PM ET or contact their preferred Chevrolet EV dealer.

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

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

Q13) Why are you now saying you will replace "defective" modules when you previously said you would replace "all" modules?

A13) It's in the best interest of our customers and in the best interests of safety to get these vehicles repaired as soon as possible. Additionally, we are replacing all battery modules in 2017-2019 model year Bolt EVs in order to provide these customers with our latest cell technology, which offers GM's most advanced Bolt chemistry and additional battery capacity. Customers who own 2020-2022 model year vehicles already have this technology in their vehicles, and selectively replacing only bad modules in these vehicles will help speed up the recall repair process for everyone. We are working on a process to identify which modules are defect-free and which need to be replaced. Once we have a validated process, we will be able to replace only those modules that are actually defective.