CHEVROLET

MAKE AN APPOINTMENT TO COMPLETE YOUR CHEVROLET BOLT EV RECALL REPAIR.

SCHEDULE YOUR REPAIR >

At Chevrolet, keeping you safe is our top priority. Your 2017 Chevrolet Bolt EV (VIN# SAMPLEVIN123ABCDE) is involved in GM safety recall #N212345941. Based on manufacturing records, your vehicle battery falls under **priority repair** and, if you have not already, we are asking you to please contact a Chevrolet EV Certified Dealer **as soon as possible** to schedule this important **FREE** recall repair.

WHY IS YOUR VEHICLE BEING RECALLED?

Your vehicle may have a lithium ion battery pack that may pose a risk of fire when charged to full, or very close to full, capacity.

WHAT WILL WE DO?

A Chevrolet EV Certified Dealer will replace the lithium-ion battery modules in your vehicle with new lithium ion battery modules. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer that the actual service correction time of approximately 4 hours and 30 minutes.

WHAT SHOULD YOU DO?

If you have not already, please contact a Chevrolet EV Certified Dealer to schedule this important **FREE** recall repair. When you make your appointment, confirm with the dealer that they can make this EV vehicle repair. Visit chevrolet.com/dealer-locator to find a different dealer.

Sample Dealer Sales Inc.

231-347-4000

Until this recall repair is performed, you should take the following interim steps:

1. Set your vehicle to 90 percent state of charge limitation. Instructions on how to do this are available on 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 Chevrolet EV Certified Dealer to have these adjustments completed, **free of charge**.

2. Charge your vehicle more frequently and avoid depleting your battery below approximately 70 miles (113 KM) of remaining range, where possible.

3. **Continue to park your vehicle outside immediately after charging, and do not leave your vehicle charging indoors overnight.**

QUESTIONS?

If you have questions or concerns that your dealer is unable to resolve, please visit chevy.com/boltevrecall or contact the Bolt EV Concierge team at **1-833-EVCHEVY (1-833-382-4389)**. Hours of operation are Mon.–Fri., 8:00 A.M. to midnight ET and Sat.–Sun., noon to 9:00 P.M. ET.

Sincerely,

Steve Hill
Vice President, Chevrolet

QUESTION | PREGUNTAS
1-833-382-4389

MORE INFO | MÁS INFORMACIÓN
experience.gm.com/ownercenter/recalls

U.S. Department of Transportation

NHTSA

NHTSA.gov/Recalls

Please do not reply to this email.

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

Copyright & Trademark | GM Privacy Statement

General Motors | 100 Renaissance Center | 482.A00.MAR | Detroit, MI 48265

©2022 General Motors. All Rights Reserved.