

GET REPAIRED AND GET \$1,400.*

BRING YOUR CHEVROLET BOLT IN FOR THIS FREE SAFETY RECALL REPAIR.

[FName],

Your [Model Year1] [MAKE1] [MODEL1] [VIN1] is involved in GM safety recall #N212345944. The final recall remedy, referred to as the Software Final Remedy, is available for your vehicle. **If you have this recall remedy completed by 12/31/23, you can choose to register for the “e-card program” and receive a \$1,400 Visa eReward card (subject to authentication of the VIN/PIN provided below).**

We appreciate your patience as we developed the Software Final Remedy for your vehicle. We are confident that this final resolution will provide you with many more years of enjoyment with your vehicle.

HOW TO REGISTER FOR THE E-CARD PROGRAM

You can register for the e-card program and redeem your Visa eRewards card according to the instructions below.* *If you have already had the Software Final Remedy completed, please skip to Step 2 in the instructions below to receive your e-card.*

- 1 Schedule and complete your repair with your local dealer.
- 2 Visit chevy.com/boltcompensation and enter the VIN and PIN provided below.
 - VIN: [VIN1]
 - PIN: [PIN]
- 3 Once you log in, you will be asked to agree to terms and conditions, including a release of claims.
- 4 Enter contact information for where compensation is to be sent.

WHY YOUR VEHICLE WAS RECALLED AND HOW WE'LL REPAIR IT

Your vehicle may have a lithium-ion battery pack that may in certain circumstances pose a potential risk of fire when charged to full (or very close to full) capacity. The final recall remedy for your vehicle is the Software Final Remedy. Your Chevrolet EV Certified Dealer will install new advanced diagnostic software that will continually monitor the high voltage battery in your vehicle. The software will initially limit your vehicle's high voltage battery to a maximum state-of-charge of 80%. If no potential issues are detected after approximately 6,214 miles (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. After this occurs, the software's advanced diagnostics will continue to monitor your vehicle's battery.

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 promptly contact your Chevrolet EV Certified Dealer to have the affected high voltage battery module replaced. Because of service scheduling requirements, it is likely that your dealer will need your vehicle for approximately 1-4 hours.

SCHEDULE YOUR FREE RECALL REPAIR AND RECEIVE COMPENSATION

Please contact a Chevrolet EV Certified Dealer to schedule an appointment and complete this important **FREE** recall repair. To locate a Chevrolet EV Certified Dealer near you, please either contact the dealer directly to confirm that they can make this EV repair or visit chevrolet.com/dealer-locator, search by City/State, Zip Code, Dealer or Location, and select the filter “EV Sales & Service”. You may have the Software Final Remedy installed at any time, but we encourage you to schedule this **FREE** recall repair as soon as possible.

[Date]

[Unique_ID] [Creative_Code]



PLEASE BE AWARE THAT:

- Chevrolet has created an online portal that offers compensation for immediate completion of this safety recall repair. If you are the owner or lessee of an affected vehicle, schedule and **complete your FREE safety recall repair and register for the e-card program and you will receive a \$1,400 payment in the form of a Visa eRewards card.** In order to participate in the e-card program, you must have the Software Final Remedy installed by **12/31/23** and register for the e-card program by **12/31/23**. Instructions for how to register for the e-card program are provided above, under “How to register for the e-card program.”
- A class-wide settlement in principle has been reached between the parties in a class action lawsuit, *In re Chevrolet Bolt EV Battery* Litigation, No. 2:20-13256-TBG-Cl (E.D. Mich.). You are a member of the putative settlement class, meaning you may participate in this settlement unless you choose to opt out. Members of the settlement class who have had the Software Final Remedy installed will receive a payment via check, if and when the settlement is approved. Through this e-card program, however, members of the settlement class—including you—can choose to receive their settlement payments early, prior to preliminary or final approval of the settlement. **If you would prefer to receive payment via check, you may choose not to register for this e-card program and instead wait to receive any final approved settlement payment via check through the court settlement process.** In addition, if you have the Software Final Remedy installed after **12/31/23**, you will still be able to receive any final approved settlement payment via check through the court settlement process. Additional details are provided in the Release of Specified Claims, provided at chevy.com/boltcompensation.
- The date you have the Software Final Remedy installed impacts whether you are eligible for a new 8-year/100,000-mile limited battery warranty in the unlikely event that the software indicates you should have your battery or a battery module replaced. If (i) the Software Final Remedy is installed in your vehicle before March 31, 2024; (ii) the Software Final Remedy indicates that a replacement is necessary during the initial 6,214-mile period; and (iii) the Software Final Remedy indicates that a replacement is necessary before March 31, 2025, the resulting battery pack or battery module replacement will include an extended 8-year/100,000-mile limited battery warranty, running from the date of replacement. Additional details are provided in Paragraph 5(a) of the Release of Specified Claims, provided at chevy.com/boltcompensation.

QUESTIONS?

If you have questions or concerns that a dealer is unable to resolve, please visit experience.gm.com/recalls/bolt-ev or contact the Bolt EV Concierge team at **1-833-EVCHEVY (1-833-382-4389)**. Hours of operations are Mon.–Fri., 8:00 A.M. to midnight E.T. and Sat.–Sun., noon to 9:00 P.M. E.T.

Sincerely,

Scott Bell
Vice President, Chevrolet

*The e-card program offer is valid from October 13, 2023–December 31, 2023 on select 2020–2022 Chevrolet Bolt EV and Chevrolet Bolt EUV vehicles. Prepaid Virtual Account is issued by Pathward National Association, Member FDIC, pursuant to a license from Visa U.S.A. Inc. Please note that, per the VISA Virtual Account Use and Fees policy, you must contact Visa Customer Service to access any remaining balance on your Virtual Account beginning the 12th month following the date of activation, and a monthly fee of \$2.50 per month will be applied to the remaining balance of your Virtual Account beginning the 12th month following the date of activation.

[Date]

[Unique_ID] [Creative_Code]