

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6368
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 15, 2022

Subject: Stop Delivery Order for Upcoming Safety Recall N222383791
Seatbelt Pretensioner Fire

Models: 2017-2020 Chevrolet Bolt EV

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2017-2020 model year Chevrolet Bolt EV vehicles in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these vehicles. The GM recall number is N222383791.

It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the defect is remedied.

In certain crashes that cause the front seatbelt pretensioners to deploy, the exhaust from the deployed pretensioner may ignite fibers in the floor carpet near the B-pillar. Following a crash that causes the seatbelt pretensioner to deploy, a fire may develop in the area near the B-pillar, which may increase the risk of injury.

Parts are not currently available, but when parts are available, dealers are to install metal foil at the carpet near the pretensioner exhaust. Certain vehicles will also need a pretensioner cover installed.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this upcoming recall. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "12/15/2022" under Release Date and "Incomplete – Remedy Not Available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

END OF MESSAGE
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