

Reference Number: GCUS-3-3000

N232414710 - Safety Recall - Instrument Panel Airbag Tear Seam

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6645

URGENT - DISTRIBUTE IMMEDIATELY

Date: August 10, 2023

Subject: Stop Delivery Order for Safety Recall N232414710

Instrument Panel Airbag Tear Seam

Models: 2022 - 2023 Chevrolet Bolt EV

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2022 and 2023 model year Chevrolet Bolt EV vehicles in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about a safety recall that involves these vehicles. The GM recall number is N232414710.

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.

General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2022-2023 model year Chevrolet Bolt EV vehicles. The instrument panels in these vehicles may have been manufactured without the perforation on the underside of the panel cover that allows the passenger-side airbag to properly deploy. If the perforation is missing, the passenger side airbag may not properly deploy in a crash, increasing the risk of injury.

Parts are not currently available, but when parts are available, dealers will replace the instrument panel.

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 will be updated for this recall on August 10, 2023. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. To identify involved vehicles in dealer used inventory, run an Open VIN Report or Field Action Initiation Report using Field Action Reports-GFAM within the Maxis Dealer Application in GlobalConnect.

Frequently Asked Questions Document (FAQs)

Attached to this message you will find a document that addresses the 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 "08/10/2023" 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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