



# IMPORTANT SAFETY RECALL

December 2023

This notice applies to your vehicle, VIN: \_\_\_\_\_

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Previously, you were notified that your 2022 or 2023 Chevrolet Bolt EV was involved in GM recall N232414710. This letter is to inform you that parts are now available to repair your vehicle.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2022-2023 model year Chevrolet Bolt EV vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

<p><b>I M P O R T A N T</b></p> <ul style="list-style-type: none"> <li>• Your vehicle is involved in GM recall N232414710.</li> <li>• Schedule an appointment with your GM dealer.</li> <li>• This service will be performed for you at <b>no charge</b>.</li> <li>• <b>As a precaution, do not occupy the front-passenger seating position until the recall repair is completed.</b></li> </ul>
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**Why is your vehicle being recalled?**

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.

**What will we do?**

Your GM dealer will replace the instrument panel. 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 than the actual service correction time of approximately 5 hours.

**What should you do?**

You should contact your GM dealer to arrange a service appointment as soon as possible.

When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

**Do you have questions?**

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Chevrolet Bolt EV/EUV	1-833-EVCHEVY (1-833-382-4389)	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 23V567.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto  
Vice President  
Global Product Safety and Systems

GM Recall: N232414710