

# Safety Recall

## N232407300 Open Ground May Not Be Detected



**Release Date:** November 2023

**Revision:** 01

**Revision Description:** This bulletin is being revised to add the replacement parts for vehicles that do not pass inspection. Please discard all previous copies of N232407300.

**Attention:** 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 under a sale or lease until the defect or noncompliance is remedied.

Vehicles that did not pass the inspection in this recall were placed on stop delivery on August 31, 2023. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from the stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes unless the vehicle has passed the inspection procedure contained in this bulletin. The entire vehicle must be held, not just the associated charging cord.

This field action must only be completed by Chevrolet EV certified dealers who have met all Bolt field action-specific training, tool and equipment requirements, and repairs must be performed by a technician who has successfully completed the required training.

For Canadian Dealers: Only Chevrolet Dealers who have signed the Chevrolet Electric Models Agreement and have met all the Chevrolet Bolt EUV-specific training, tools, and equipment requirements are eligible to complete the repair. Any Dealer unsure of their eligibility status should immediately review with their District Service Manager.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Bolt EUV	2022	2023		

Involved vehicles are marked "Open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	General Motors has decided that a defect which relates to motor vehicle safety may exist in certain Webasto high-voltage portable charging cords provided with certain 2022 – 2023 model year Chevrolet Bolt EUV vehicles. These charging cords contain incorrect software and may fail to discontinue charging if the ground connection is lost. Someone charging the vehicle with the portable charging cord may be exposed to an unprotected high voltage if the cordset loses its ground connection while in use, increasing the risk of a very brief electrical shock.
<b>Correction</b>	Dealers will inspect the portable charging cord and replace if necessary.

### Parts

Quantity	Part Name	Part No.
1	Charge Cord	24055952*

\*Order parts ONLY when vehicles fail inspection. The serial number of the charge cord must match the table after the Service Procedure.

Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

It is estimated that a very small percentage of the involved vehicles will fail the inspection and require part replacement.

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

# Safety Recall

## N232407300 Open Ground May Not Be Detected



### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106965	Inspection Only – Vehicle <b>Passed</b> Inspection (No Further Action Required)	0.2	ZFAT	N/A
9107016*	Vehicle <b>Did Not Pass</b> Inspection – Replaced Charge Cord	0.3	ZFAT	N/A
9106971	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	**
9106972	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	***

**Important: Please select the appropriate labor code when submitting the claim. 9106965 should only be used if the vehicle PASSED the inspection.**

**\*THE SERIAL NUMBER OF THE REPLACED CHARGE CORD MUST BE INCLUDED WITH THE CLAIM SUBMISSION. FAILURE TO DO SO WILL RESULT IN CLAIM REJECTION.**

**Note:** To avoid having to “H” route the floor plan / WCAP transaction for approval, it must be submitted prior to the repair transaction.

### Floor Plan Reimbursement – NEW INVENTORY ONLY

\*\* **USA & Canada Dealers Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (August 31, 2023) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 80 days).

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2022 Chevrolet Bolt EUV	\$10.50	\$7.98
2023 Chevrolet Bolt EUV	\$8.80	\$7.98

### Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

**Note: USA & Canada Only** - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

**Important: The WCAP ZSET transaction labor code, 9800113, provided in the dealer message sent on September 14, 2023 (USA) or September 14, 2023 (Canada), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.**

\*\*\* **USA & Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (August 31, 2023) to the date the inspection or repair closed the recall bulletin (not to exceed 80 days).

Vehicle	Working Capital Assistance Program Reimbursement Amount	
	USA	Canada
2022 Chevrolet Bolt EUV	\$10.00	\$17.02
2023 Chevrolet Bolt EUV	\$10.88	\$18.54

# Safety Recall

## N232407300 Open Ground May Not Be Detected



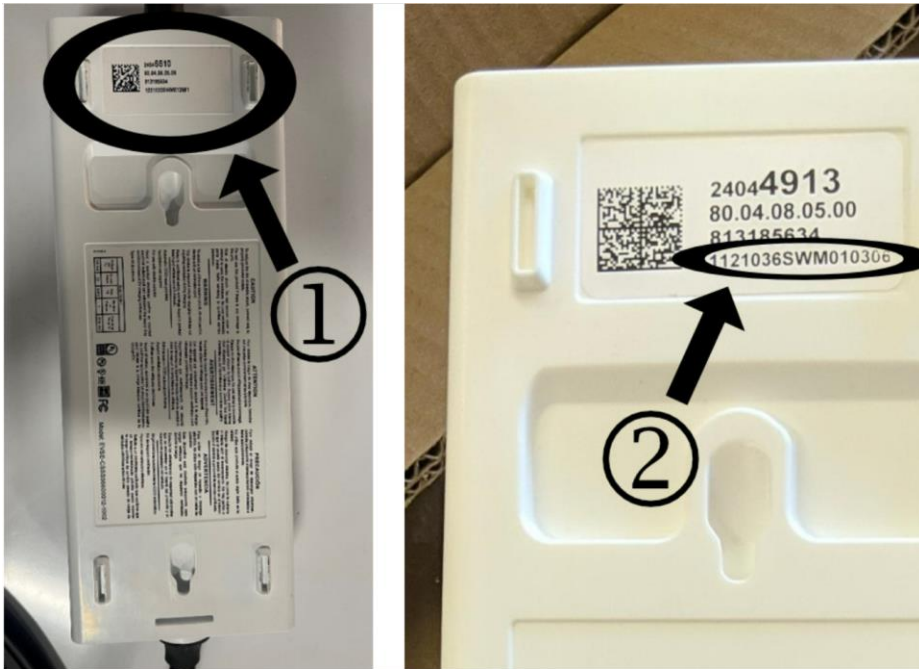
### Service Procedure



6419500

**Note:** Ensure the Charging Cord being inspected is the one that came with the vehicle, NOT an aftermarket Charging Cord.

1. Locate the Charging Cord (1), shown above.



6419503

**Note:** Press the “ctrl” and “F” keys on your keyboard at the same time to open a search box for this document. Enter the full serial number into this search box to quickly see if it is included in the table below or not.

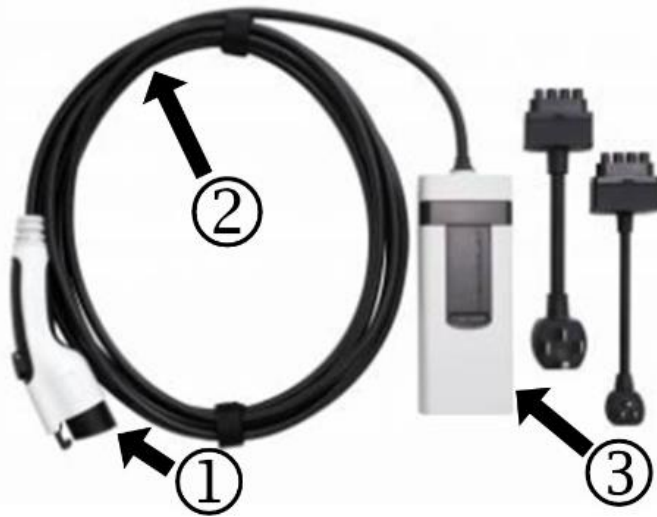
**Note:** You **MUST** enter the full 16 digit serial number in this search box.

2. On the back side of the Charging Cord (1), locate the serial number (2) and compare it to the table below.

- If the serial number is NOT on the table below, no further action is required.
- If the serial number IS on the table below, proceed to step 3.

# Safety Recall

## N232407300 Open Ground May Not Be Detected



6420700

**Danger:** The Charging Cord **MUST** be disconnected and deenergized before it can be cut to prevent potential bodily harm.

**Warning:** When working with any type of cutting equipment and or the exposed metal on the inside of the Charging Cord, wear approved safety glasses and gloves in order to reduce the chance of personal injury.

3. Cut the cord (2) connecting the Vehicle Connector (1) to the main module (3) so that the Charging Cord is no longer usable.
4. Wrap the cut ends of the cord in electrical tape.

**Note:** The serial number from the OLD charge cord **MUST** be included on the claim submission. Failure to submit the serial number with the labor submission will result in claim rejection.

5. Record the serial number and include it on the labor submission.
6. Discard the OLD charge cord.
7. Place NEW charge cord into the vehicle.

1221134SWM012974	1221134SWM013098	1221136SWM013460	1221134SWM013354	1221134SWM013236
1221134SWM012975	1221134SWM013099	1221136SWM013459	1221134SWM013352	1221134SWM013235
1221134SWM012976	1221134SWM013100	1221136SWM013458	1221134SWM013351	1221134SWM013234
1221134SWM012978	1221134SWM013101	1221136SWM013456	1221134SWM013347	1221134SWM013232
1221134SWM012979	1221134SWM013102	1221136SWM013455	1221134SWM013346	1221134SWM013231
1221134SWM012980	1221134SWM013103	1221136SWM013453	1221134SWM013345	1221134SWM013228
1221134SWM012981	1221134SWM013104	1221136SWM013451	1221134SWM013344	1221134SWM013226
1221134SWM012982	1221134SWM013105	1221136SWM013450	1221134SWM013342	1221134SWM013225
1221134SWM012983	1221134SWM013106	1221136SWM013449	1221134SWM013341	1221134SWM013224
1221134SWM012984	1221134SWM013108	1221136SWM013446	1221134SWM013339	1221134SWM013223
1221134SWM012986	1221134SWM013109	1221136SWM013445	1221134SWM013338	1221134SWM013222
1221134SWM012988	1221134SWM013110	1221136SWM013444	1221134SWM013337	1221134SWM013221
1221134SWM012990	1221134SWM013111	1221134SWM013443	1221134SWM013334	1221134SWM013220
1221134SWM012991	1221134SWM013112	1221134SWM013441	1221134SWM013333	1221134SWM013219
1221134SWM012993	1221134SWM013113	1221134SWM013439	1221134SWM013332	1221134SWM013218
1221134SWM012994	1221134SWM013114	1221134SWM013437	1221134SWM013331	1221134SWM013217

# Safety Recall

## N232407300 Open Ground May Not Be Detected



1221134SWM012995	1221134SWM013115	1221134SWM013436	1221134SWM013330	1221134SWM013216
1221134SWM012996	1221134SWM013118	1221134SWM013435	1221134SWM013329	1221134SWM013213
1221134SWM012997	1221134SWM013119	1221134SWM013434	1221134SWM013328	1221134SWM013211
1221134SWM012998	1221134SWM013121	1221134SWM013433	1221134SWM013327	1221134SWM013210
1221134SWM012999	1221134SWM013123	1221134SWM013432	1221134SWM013326	1221134SWM013209
1221134SWM013000	1221134SWM013127	1221134SWM013431	1221134SWM013325	1221134SWM013208
1221134SWM013002	1221134SWM013128	1221134SWM013430	1221134SWM013324	1221134SWM013206
1221134SWM013004	1221134SWM013129	1221134SWM013429	1221134SWM013323	1221134SWM013205
1221134SWM013005	1221134SWM013130	1221134SWM013428	1221134SWM013321	1221134SWM013203
1221134SWM013006	1221134SWM013131	1221134SWM013427	1221134SWM013318	1221134SWM013202
1221134SWM013007	1221134SWM013132	1221134SWM013424	1221134SWM013317	1221134SWM013201
1221134SWM013008	1221134SWM013135	1221134SWM013417	1221134SWM013316	1221134SWM013200
1221134SWM013021	1221134SWM013137	1221134SWM013416	1221134SWM013315	1221134SWM013199
1221134SWM013025	1221134SWM013138	1221134SWM013415	1221134SWM013314	1221134SWM013198
1221134SWM013029	1221134SWM013140	1221134SWM013414	1221134SWM013313	1221134SWM013197
1221134SWM013030	1221134SWM013142	1221134SWM013412	1221134SWM013310	1221134SWM013194
1221134SWM013031	1221134SWM013143	1221134SWM013410	1221134SWM013307	1221134SWM013193
1221134SWM013032	1221134SWM013145	1221134SWM013409	1221134SWM013306	1221134SWM013192
1221134SWM013033	1221134SWM013147	1221134SWM013408	1221134SWM013304	1221134SWM013190
1221134SWM013034	1221134SWM013148	1221134SWM013407	1221134SWM013303	1221134SWM013189
1221134SWM013035	1221134SWM013149	1221134SWM013404	1221134SWM013302	1221134SWM013188
1221134SWM013037	1221134SWM013150	1221134SWM013400	1221134SWM013301	1221136SWM010046
1221134SWM013038	1221134SWM013151	1221134SWM013399	1221134SWM013300	1221136SWM010045
1221134SWM013039	1221134SWM013152	1221134SWM013397	1221134SWM013299	1221136SWM010044
1221134SWM013040	1221134SWM013153	1221134SWM013396	1221134SWM013295	1221136SWM010042
1221134SWM013042	1221134SWM013154	1221134SWM013395	1221134SWM013294	1221136SWM010041
1221134SWM013043	1221134SWM013156	1221134SWM013394	1221134SWM013292	1221136SWM010039
1221134SWM013044	1221134SWM013157	1221134SWM013393	1221134SWM013290	1221136SWM010038
1221134SWM013045	1221134SWM013158	1221134SWM013391	1221134SWM013288	1221136SWM010037
1221134SWM013046	1221134SWM013160	1221134SWM013389	1221134SWM013285	1221136SWM010035
1221134SWM013047	1221134SWM013161	1221134SWM013388	1221134SWM013284	1221136SWM010034
1221134SWM013048	1221134SWM013162	1221134SWM013386	1221134SWM013281	1221136SWM010033
1221134SWM013049	1221134SWM013163	1221134SWM013385	1221134SWM013280	1221136SWM010032
1221134SWM013050	1221134SWM013164	1221134SWM013384	1221134SWM013279	1221136SWM010031
1221134SWM013052	1221134SWM013165	1221134SWM013382	1221134SWM013278	1221136SWM010030
1221134SWM013053	1221134SWM013166	1221134SWM013380	1221134SWM013277	1221136SWM010029
1221134SWM013054	1221134SWM013167	1221134SWM013379	1221134SWM013276	1221136SWM010028
1221134SWM013057	1221134SWM013170	1221134SWM013378	1221134SWM013275	1221136SWM010027
1221134SWM013058	1221134SWM013171	1221134SWM013377	1221134SWM013272	1221136SWM010026
1221134SWM013060	1221134SWM013172	1221134SWM013376	1221134SWM013268	1221136SWM010025
1221134SWM013061	1221134SWM013174	1221134SWM013375	1221134SWM013267	1221136SWM010024
1221134SWM013062	1221134SWM013175	1221134SWM013374	1221134SWM013266	1221136SWM010022
1221134SWM013064	1221134SWM013176	1221134SWM013373	1221134SWM013263	1221136SWM010021
1221134SWM013065	1221134SWM013178	1221134SWM013372	1221134SWM013260	1221136SWM010020

# Safety Recall

## N232407300 Open Ground May Not Be Detected



1221134SWM013066	1221134SWM013179	1221134SWM013371	1221134SWM013259	1221136SWM010019
1221134SWM013067	1221134SWM013180	1221134SWM013370	1221134SWM013257	1221136SWM010018
1221134SWM013068	1221134SWM013181	1221134SWM013369	1221134SWM013256	1221136SWM010017
1221134SWM013069	1221134SWM013182	1221134SWM013368	1221134SWM013255	1221136SWM010016
1221134SWM013070	1221134SWM013183	1221134SWM013367	1221134SWM013254	1221136SWM010015
1221134SWM013072	1221134SWM013184	1221134SWM013366	1221134SWM013253	1221136SWM010014
1221134SWM013074	1221134SWM013186	1221134SWM013365	1221134SWM013252	1221136SWM010013
1221134SWM013076	1221134SWM013187	1221134SWM013364	1221134SWM013250	1221136SWM010012
1221134SWM013078	1221136SWM013468	1221134SWM013362	1221134SWM013249	1221136SWM010011
1221134SWM013088	1221136SWM013467	1221134SWM013361	1221134SWM013248	1221136SWM010010
1221134SWM013090	1221136SWM013465	1221134SWM013360	1221134SWM013246	1221136SWM010009
1221134SWM013092	1221136SWM013464	1221134SWM013358	1221134SWM013244	1221136SWM010006
1221134SWM013093	1221136SWM013463	1221134SWM013357	1221134SWM013242	1221136SWM010005
1221134SWM013094	1221136SWM013462	1221134SWM013356	1221134SWM013240	1221136SWM010003
1221134SWM013096	1221136SWM013461	1221134SWM013355	1221134SWM013238	1221134SWM03358

### Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### Dealer Responsibility – All

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.



# Safety Recall

## N232407300 Open Ground May Not Be Detected



### Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle. (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

---

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**

# Safety Recall

N232407300 Open Ground May Not Be Detected



# 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.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2022-2023 model year Chevrolet Bolt EUV. 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.

## IMPORTANT

- Your vehicle is involved in GM recall N232407300.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

These charging cords contain incorrect software and may fail to discontinue charging if the ground connection is lost. Someone charging the vehicle with the portable charging cord may be exposed to an unprotected high voltage if the cordset loses its ground connection while in use, increasing the risk of a very brief electrical shock which increases the risk of injury.

### What will we do?

Your GM dealer will inspect the portable charging cord and replace if necessary. 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 inspection and service correction time of approximately 30 minutes.

### 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 23E065.



## **Safety Recall**

### **N232407300 Open Ground May Not Be Detected**



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: N232407300