

# Safety Recall

## N232414710 Instrument Panel Airbag Tear Seam



Release Date: December 2023

Revision: 00

**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 involved in this recall were placed on stop delivery August 10, 2023. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from 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 until the repair contained in this bulletin has been performed on the vehicle.

If a customer inquires about this safety recall, **advise the customer to not occupy the front-passenger seating position until the recall repair is completed.**

For Canadian Dealers: Only Chevrolet Dealers who have signed the Chevrolet Electric Models Agreement and have met all the Chevrolet Bolt EV - 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 EV	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 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 air bag may not properly deploy in a crash, increasing the risk of injury.
<b>Correction</b>	Dealers will replace the instrument panel.

### Parts

Quantity	Part Name	Part No.
1	PANEL, INST	42785822
1	PANEL, INST	42785821*
2	Clip	11603359

\*Only 1 VIN, 1G1F76S03N4123712, will require PN 42785821. All others will require PN 42785822.

Due to the small number of vehicles (403) involved and due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

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

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106990	Replace the Instrument Panel	4.7	ZFAT	N/A
9106991	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	**
9106992	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	***

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

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### 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 10, 2023) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 123 days).

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2023 Chevrolet Bolt EV	\$7.96	\$6.52

### 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.

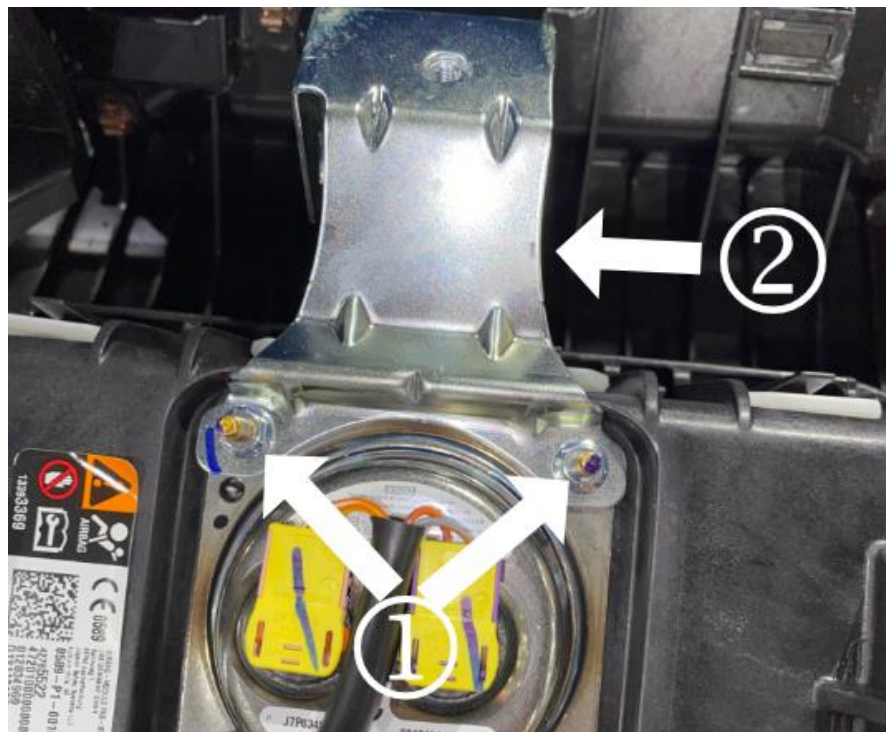
**Important: The WCAP ZSET transaction labor code, 9800112, provided in the dealer message sent on August 24, 2023, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.**

\*\*\* **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 10, 2023) to the date the inspection or repair closed the recall bulletin (not to exceed 123 days).

Vehicle	Working Capital Assistance Program Reimbursement Amount	
	USA	Canada
2022 Chevrolet Bolt EV	\$10.00	\$14.81

### Service Procedure

1. Remove the Instrument Panel Assembly. Refer to *Instrument Panel Assembly Replacement* in SI.



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**Caution: The nuts MUST be removed using ONLY hand tools, any other method risks breaking the mounting studs resulting in a total airbag replacement.**

2. Remove the Nuts (1).
3. Remove the Mounting Plate (2).

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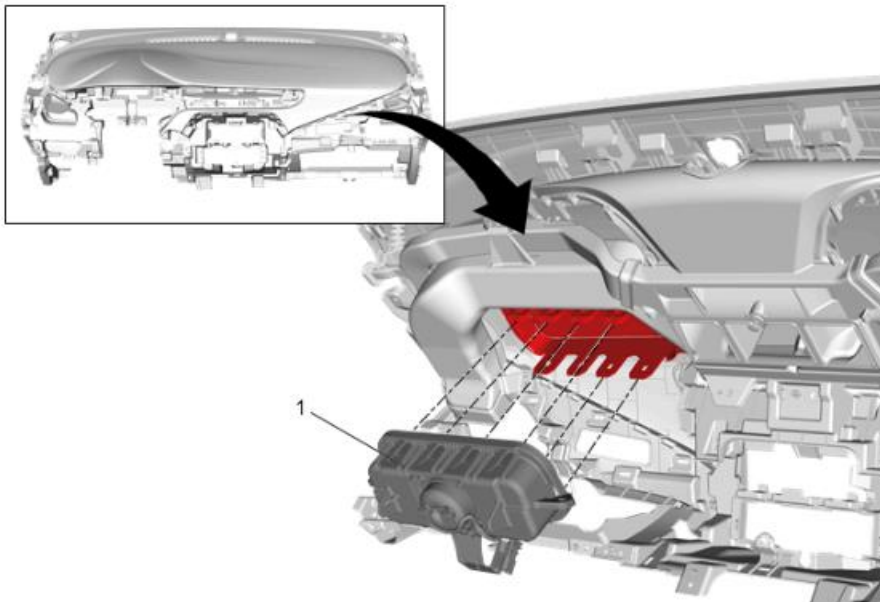
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**Caution:** If any of the tabs or part of the Instrument Panel Airbag Assembly is damaged during removal it **MUST** be replaced. Refer to *Inflatable Restraint Module Handling and Scrapping* in SI.

4. Insert a wood straight edge (1), one per side behind all locking tabs, to simultaneously release the instrument panel airbag housing from the instrument panel chute without overextending the airbag locking tabs. Use a wood straight edge that is approximately 50.8 cm (20 in) long and 5 mm (0.20 in) thick with a rounded edge.
5. Remove the Instrument Panel Airbag Assembly (2).
6. Transfer remaining components as necessary from the old Instrument Panel Assembly to the NEW Instrument Panel Assembly.



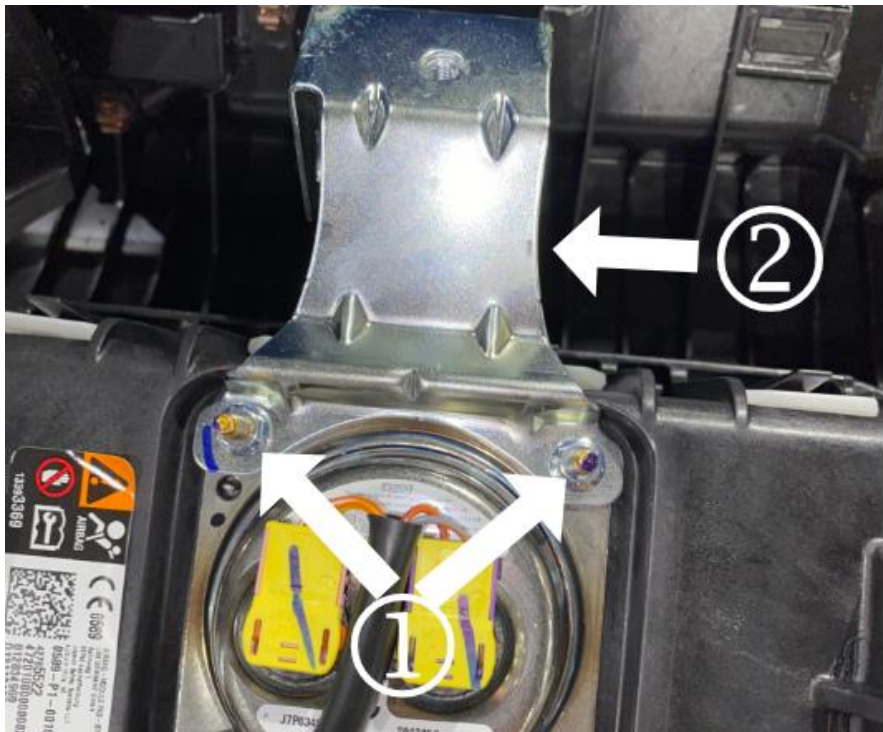
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**Note:** When installing the Instrument Panel Airbag (2), ensure that it is fully seated into the Instrument Panel Assembly which may require some extra force to fully seat it.

7. Install the old Instrument Panel Airbag (2) into the NEW Instrument Panel Assembly.

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**Note:** Use **ONLY** hand tools to install, tighten, and torque the Nuts. Any other method risks breaking the mounting studs resulting in a total airbag replacement.

8. Install the Mounting Plate (2).
9. Install and tighten the Nuts (1) to 6.5 nm (57.5 lb in).
10. Install the NEW Instrument Panel Assembly. Refer to *Instrument Panel Assembly Replacement* in SI.

#### **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/repaired 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.

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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.

### 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.

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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**

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# 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.

<h3>IMPORTANT</h3> <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

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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

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