



IMPORTANT SAFETY RECALL

September 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 Webasto high-voltage portable charging cords provided with certain 2022 – 2023 model year Chevrolet Bolt EUV 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.

IMPORTANT

- Your vehicle is involved in GM safety recall N232407300.

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 an electrical shock which increases the risk of injury.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your GM dealer will inspect the portable charging cord and replace if necessary. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your GM dealer to have your vehicle serviced. You can also check the status of this recall at: <https://my.gm.com/recalls>.

Do you have questions?

If you have any questions or concerns that your dealer is unable to resolve, please contact the EV Concierge at 1-833-EVCHEVY (1-833-382-4389) (TTY 711 / 1-800-833-2438).

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.

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.

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 Carto
Vice President
Global Vehicle Safety and Systems

GM Recall: N232407300