

Part 573 Safety Recall Report

24V-481

Manufacturer Name : General Motors, LLC**Submission Date :** JUL 03, 2024**NHTSA Recall No. :** 24V-481**Manufacturer Recall No. :** N242443000**Manufacturer Information :**

Manufacturer Name : General Motors, LLC

Address : 29427 Louis Chevrolet Road
MAIL CODE 480-210-2V WARREN MI
48093

Company phone : 586-596-1733

Population :

Number of potentially involved : 72

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2022 Chevrolet Bolt EV

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Service records were used to determine vehicles that did not successfully complete installation of the advanced diagnostic software as the final recall remedy in recall 21V650.

There are 66 Chevrolet Bolt EV vehicles affected by this recall.

Production Dates : NOV 14, 2019 - JUN 14, 2021

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2022-2022 Chevrolet Bolt EUV

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Service records were used to determine vehicles that did not successfully complete installation of the advanced diagnostic software as the final recall remedy in recall 21V650.

There are 6 Chevrolet Bolt EUV vehicles affected by this recall.

Production Dates : MAY 13, 2021 - JUN 23, 2021

VIN Range 1 : Begin : NR End : NR

 Not sequential

Description of Defect :

Description of the Defect : General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2020 – 2022 model year Chevrolet Bolt EV and 2022 model year Chevrolet Bolt EUV vehicles. GM's service records indicate that the advanced diagnostic software recall remedy in NHTSA Recall 21V650 may not have been correctly installed in this vehicle population.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the recall remedy software in NHTSA Recall 21V650 was not properly installed, the vehicle may fail to identify defective battery modules that require replacement, increasing the risk of a potential vehicle fire.

Description of the Cause : During servicing for recall 21V650, technicians may not have followed the necessary module reprogramming sequence to correctly install the advanced diagnostic software recall remedy.

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : DATA FILE-HYBRID PCM 2 OP SYS

Component Description : Advanced Diagnostic Software (Final recall remedy software in NHTSA Recall 21V650)

Component Part Number : 24056911, 24057553

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

This issue was submitted to GM's Speak Up For Safety (SUFS) program on March 7, 2024, following software testing that identified a condition in which GM's service software system could, under certain circumstances, allow a technician to process a warranty claim despite incomplete or incorrect installation of the software

recall remedy in recall 21V650.

GM opened a product investigation on April 5, 2024. GM's investigation conducted an analysis of GM service records, and identified a population of vehicles in which the final remedy software may not have been correctly installed by the servicing dealership.

On June 20, 2024, GM's Safety Field Action Decision Authority (SFADA) decided to conduct a safety recall to reopen recall 21V650 for this vehicle population and correctly install the advanced diagnostic software. GM is not aware of any field incidents associated with this condition.

Description of Remedy :

Description of Remedy Program : Dealers will correctly install advanced diagnostic software. Until the final remedy is performed, customers who have not had the interim diagnostic software (which automatically limits the vehicle's state of charge) installed should continue to take the following interim steps: 1. Customers should set their vehicle's high-voltage battery system to a 90% state of charge limitation using Target Charge Level mode. If customers are unable to successfully make these changes, or do not feel comfortable making these changes, customers should visit their dealer to have these adjustments completed. 2. Additionally, we ask that customers charge their vehicle more frequently and avoid depleting their battery below approximately 70 miles (113 KM) of remaining range, where possible. 3. Out of an abundance of caution, customers should park their vehicles outside immediately after charging and not leave their vehicles charging indoors overnight. Pursuant to 49 C.F.R. § 573.13(d)(1), all covered vehicles are under warranty, so reimbursement is not offered.

How Remedy Component Differs from Recalled Component : Following the proper module reprogramming sequence will correctly install the advanced diagnostic software.

Identify How/When Recall Condition was Corrected in Production : Vehicle production is not affected. GM's service software system is being updated to prevent completion of the installation operation if the proper module reprogramming sequence is not followed.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified on June 27, 2024. Owner notification is estimated to begin on August 5, 2024.

Planned Dealer Notification Date : JUN 27, 2024 - JUN 27, 2024

Planned Owner Notification Date : AUG 05, 2024 - AUG 05, 2024

* NR - Not Reported