

Part 573 Safety Recall Report

24V-812

Manufacturer Name : General Motors, LLC

Submission Date : NOV 08, 2024

NHTSA Recall No. : 24V-812

Manufacturer Recall No. : N242470160



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 : 107

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 may not have successfully completed installation of the advanced diagnostic software as the final recall remedy in recall 21V650.

Vehicles with confirmed programming records and vehicles whose remedy under 21V650 included a battery replacement are not included in this recall.

There are 88 Chevrolet Bolt EV vehicles affected by this recall.

Production Dates : NOV 08, 2019 - MAY 19, 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 may not have successfully completed installation of the advanced diagnostic software as the final recall remedy in recall 21V650.

Vehicles with confirmed programming records and vehicles whose remedy under 21V650 included a battery replacement are not included in this recall.

There are 19 Chevrolet Bolt EUV vehicles affected by this recall.

Production Dates : MAR 30, 2021 - JUL 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. The vehicle may fail to identify defective battery modules that require replacement, increasing the risk that the batteries in some vehicles may pose a risk of fire when charged to full, or very close to full, capacity.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A battery fire increases the risk of injury.

Description of the Cause : Certain vehicle conditions such as low voltage, power mode disturbances or connectivity issues can interrupt the software installation process in the rare case that they occur during programming. Due to an error in the service tool software, the tool did not notify the technician that programming was incomplete. The tool did, however, record the issue in its logs, which were used to determine the population.

Identification of Any Warning that can Occur : NR

Involved Components :

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

Component Description : Recalled 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 :

A GM brand quality manager submitted this issue to GM's Speak Up For Safety (SUFS) program on July 23, 2024 after determining that an incorrect software update to remedy recall 21V650 had caused a customer's 2022 Bolt EUV to remain limited to an 80% maximum state of charge after exceeding a 10,000 km evaluation period.

GM opened a product investigation on September 17, 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.

On October 24, 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 aware of two customer complaints related to the state-of-charge limitation, received on July 17, 2024 and September 24, 2024. 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.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified on October 31, 2024. Owner notification is estimated to begin on December 16, 2024. This recall will be executed under two bulletins, N242470160 and N242470161.

Planned Dealer Notification Date : OCT 31, 2024 - OCT 31, 2024

Planned Owner Notification Date : DEC 16, 2024 - DEC 16, 2024

* NR - Not Reported