



# IMPORTANT SAFETY RECALL

August 2024

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 2020 – 2022 model year Chevrolet Bolt EV or 2022 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 recall N242443000.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.
- **Until you have the service performed, we ask that you still follow our previous guidelines, which are outlined on our website: [www.chevy.com/boltevreCALL](http://www.chevy.com/boltevreCALL).**

### Why is your vehicle being recalled?

GM's service records indicate that the advanced diagnostic software recall remedy in NHTSA Recall 21V650 may not have been correctly installed in your vehicle when your vehicle was originally brought in for service under this prior recall campaign.

### What will we do?

Your GM dealer will reinstall the advanced diagnostic software. 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 90 minutes.

### What is the advanced diagnostic software?

This software will continually monitor the high voltage battery in your vehicle. If the software detects a problem in your vehicle's high voltage battery, you will be alerted via a warning in the driver information center. If this occurs, you should contact your Chevrolet Bolt EV/EUV certified dealer to have the affected high voltage battery module replaced. The updated software will initially limit your vehicle's high voltage battery to a maximum state-of-charge of 80%. If no anomalies are detected after approximately 6,200 miles (10,000 km) of use, the high voltage battery will automatically return to a maximum state-of-charge of 100% without a return trip to the dealer. After this occurs, the software's advanced diagnostics will continue to monitor your vehicle's high voltage battery system.

**What should you do?**

You should contact your GM dealer to arrange a service appointment as soon as possible. Until you have the service performed, we ask that you still follow our previous guidelines, which are outlined on our website: [www.chevy.com/boltevreCALL](http://www.chevy.com/boltevreCALL).

When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

**When will my vehicle's high-voltage battery return to 100% state of charge?**

The modules that monitor your vehicle's high-voltage battery and track software maturity were correctly programmed during your vehicle's first service visit. For this reason, your vehicle's high voltage battery will return to 100% state of charge according to the mileage estimate contained in the original Notice to Customer that was provided to you during the first service visit.

**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).

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 24V481.

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: N242443000