



IMPORTANT SAFETY RECALL

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 and 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 N242470160.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

GM's service records indicate that the advanced diagnostic software recall remedy in a previous recall 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. A battery fire increases the risk of injury.

What will we do?

Your GM dealer will correctly install advanced diagnostic software. This service will be performed for you at no charge. 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.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. 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.

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 |
|-----------------------|-----------------------------------|
| Chevrolet Bolt EV/EUV | 1-833-EVCHEVY (1-833-382-4389) |
| 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 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 24V812.

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

GM Recall: N242470160