

# Safety Recall

## N242470160 High Voltage Battery Fire Detection



**Release Date:** November 2024

**Revision:** 01

**Revision Description:** This bulletin is being revised to add the customer letter and update the condition statement. Please discard all previous copies of N242470160.

**Attention:** It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

For EV Involved Vehicles: The repairs outlined in this bulletin must only be completed at an authorized EV dealer and repairs must be performed by a technician who has successfully completed the applicable technical training required to perform this repair.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Bolt EV	2020	2022		
Chevrolet	Bolt EUV	2022	2022		

Involved vehicles are marked "Open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	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 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.
<b>Correction</b>	Dealers will reprogram the Hybrid Powertrain Control Module 2, Battery Energy Control Module, and the Body Control module.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107507*	Hybrid Powertrain Control Module 2, Battery Energy Control Module, and Body Control Module Reprogramming with SPS ADD: SOC Depletion to 80%	1.2 0.3	ZFAT	N/A

**Important:** \* To avoid warranty transaction rejections, carefully read and follow the instructions below:

Labour Time [\[Top\]](#)

Labour Operation Code:

Additional labour op code information:

SPS Warranty Claim Code:

6125814

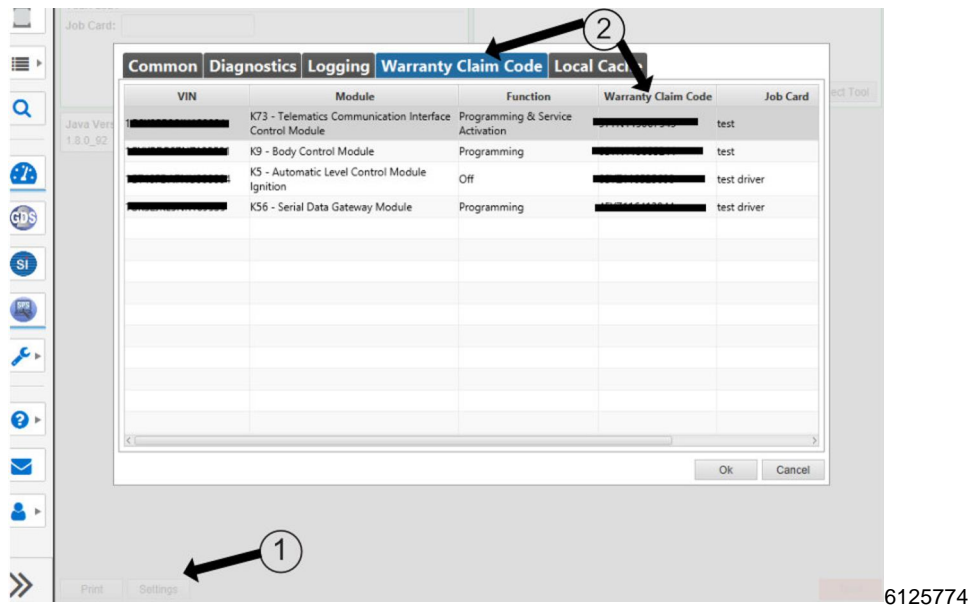
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- The Warranty Claim Code from the programming event must be accurately entered in the “Warranty Claim Code” field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the “Correction” field on the job card. Dealers must also enter one of the codes in the “Warranty Claim Code” field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

### Warranty Claim Code Information Retrieval



If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. Select the Warranty Claim Code tab (2).

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

### Service Procedure

Perform the following steps BEFORE reprogramming the vehicle.

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**Important:** Verify the vehicle SOC is less than 80%. This can be determined by looking at the bars on the power level indicator. If four or more empty bars (not showing green) are displayed, the SOC is at an acceptable level. If the power level indicator shows an SOC of greater than 80% The SOC must be adjusted before proceeding with the recalibration.

**Caution:** During this procedure, a puddle of water may form around the vehicle from HVAC system drainage. Use care to prevent any slip/fall conditions.

**Note:** Each hour of operation will reduce SOC by about 10%. Left unattended, the vehicle will automatically turn OFF after 2 hours. This procedure must be performed in a secure location because the vehicle is in a drivable condition. Take proper steps to ensure no unauthorized drivers have access to the vehicle.

#### If required, reduce the SOC as follows:

- Vehicle in PARK, Vehicle ON.
- Headlamps Low Beam: ON.
- Temp Control: Hi (Max Heat High) (note: windows should be down).
- Distribution: MAX Defrost (Engages AC Compressor).
- Fan Speed: High (8).
- Select: Fresh Air (Not recirc).
- Select: Heat & A/C.
- If equipped, turn heated seats to hi position.
- Verify SOC after 60 minutes. If the SOC is still greater than 80%, allow additional time for the loads listed above to reduce the SOC to less than 80%.
- When the SOC adjustment is completed return the HVAC controls to 72 Deg. AUTO, Set the headlamp control to AUTO.

**Note:** Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

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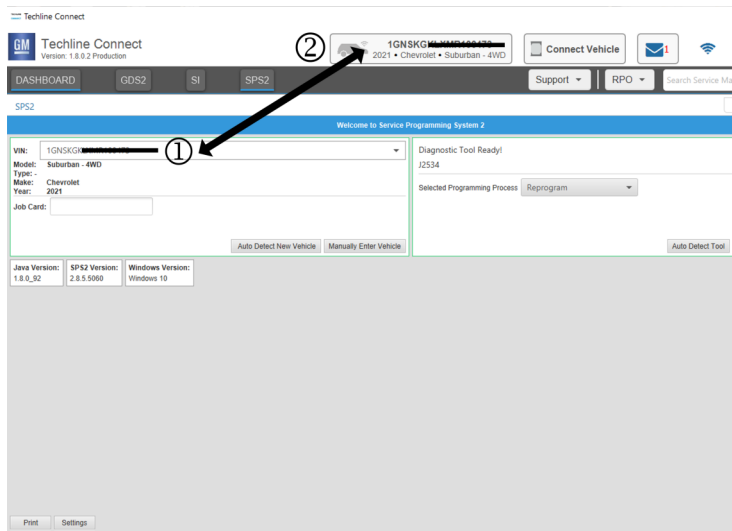
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**Important:** The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

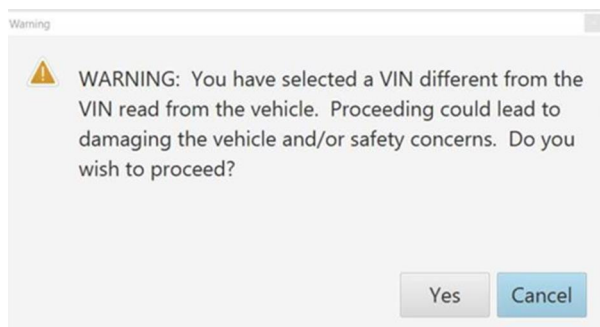
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Body Control Module (BCM) is the primary module (for VIP EV vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.

**Caution:** Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.



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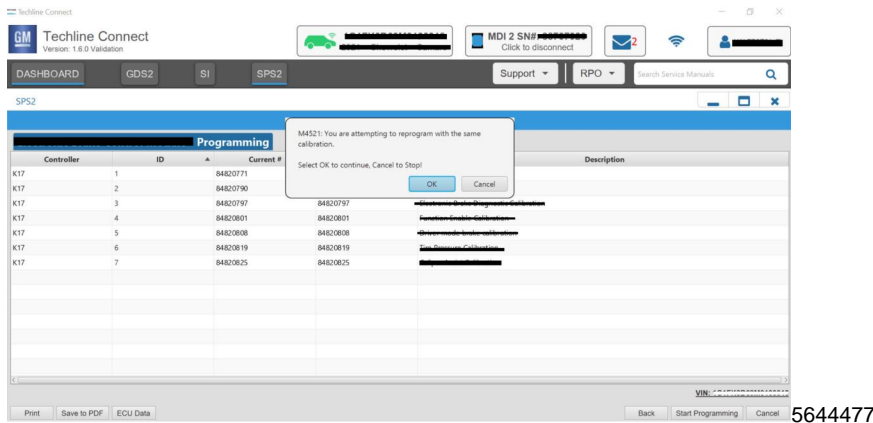
**Important:** If the vehicle VIN DOES NOT match, the message below will be shown.



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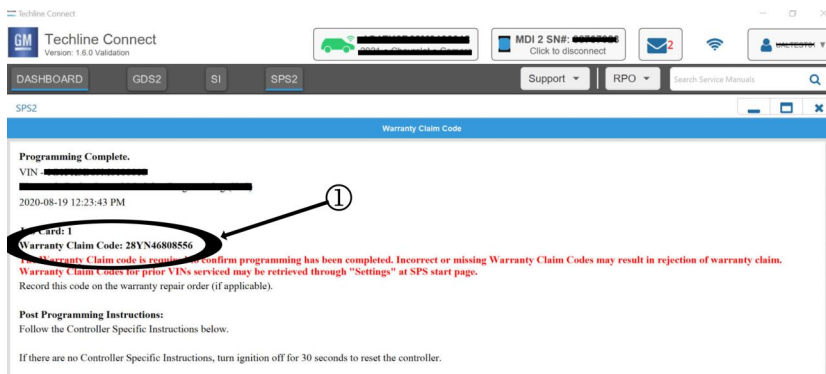
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**Important:** Techline Connect screens shown above.

**Important:** If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action for that module is required. Refer to the Warranty section of the bulletin.

1. The following conditions **MUST** be met, or errors may occur while reprogramming:
  - 1.1. The vehicle **MUST** be OFF.
  - 1.2. The hood **MUST** be closed.
  - 1.3. The headlights **MUST** be ON.
  - 1.4. The brake pedal **MUST** be applied.
2. Reprogram the following modules.
  - 2.1. Hybrid Powertrain Control Module 2. Refer to *K114B Hybrid/EV Powertrain Control Module 2: Programming and Setup* in SI.
    - Remain in the vehicle with the brake pedal depressed during the programming of the K114B HPCM2. When the green check mark indicates the K114B HPCM2 has been re-programmed, release the brake pedal and transition to Ignition ON/Propulsion OFF.
  - 2.2. Battery Energy Control Module. Refer to *K16 Battery Energy Control Module: Programming and Setup* in SI.
  - 2.3. Body Control Module. Refer to *K9 Body Control Module: Programming and Setup* in SI.
3. After programming has fully completed, clear DTCs. Let the vehicle sleep for 1 minute after removing the MDI, powering OFF, and closing all doors.



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**Note:** The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

**Important:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

4. Record SPS Warranty Claim Code on job card for warranty transaction submission.
5. Print and complete the Customer Disclosure below and place it in the glovebox.



## NOTICE TO CUSTOMER

This vehicle is now updated with a new advanced diagnostic software and a requalified battery that will continually monitor the high voltage battery performance. 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.

The 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 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.

Your vehicle's current mileage is

\_\_\_\_\_ miles/km

Your vehicle's high voltage battery will return to a maximum 100% state of charge at

**approximately** \_\_\_\_\_ miles/km

Please retain a copy of this notice in the vehicle's glove compartment. If you sell this vehicle, you **MUST** provide this notice to the buyer of your vehicle.

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.

Hours of operation: Monday to Friday (8:00am to 9:00pm) & Saturday (8:00am to 5:00pm) ET.

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### AVIS À L'INTENTION DU CLIENT

Ce véhicule est maintenant mis à jour avec un nouveau logiciel de diagnostic avancé et une batterie requalifiée qui surveillent continuellement la performance de la batterie haute tension. Si le logiciel détecte un problème dans la batterie haute tension de votre véhicule, vous serez alerté par un avertissement dans le centralisateur informatique de bord. Si cela se produit, vous devez communiquer avec votre concessionnaire Chevrolet Bolt EV/EUV.

Le logiciel limitera d'abord la batterie haute tension de votre véhicule à un état de charge maximal de 80 %. Si aucune anomalie n'est détectée après environ 10 000 km (6 200 mi) d'utilisation, la batterie haute tension reviendra automatiquement à un niveau de charge maximal de 100 % sans que vous ayez besoin de retourner chez le concessionnaire. Après cela, les diagnostics avancés du logiciel continueront de surveiller le système de batterie haute tension de votre véhicule.

Le kilométrage actuel de votre véhicule est de

\_\_\_\_\_ km/mi

La batterie haute tension de votre véhicule reviendra à un état de charge maximal de 100 % après

environ \_\_\_\_\_ km/mi

Veuillez conserver une copie de cet avis dans la boîte à gants du véhicule. Si vous vendez ce véhicule, vous DEVEZ fournir cet avis à l'acheteur de votre véhicule.

**Pour les concessionnaires des États-Unis :** Si vous avez des questions ou des préoccupations auxquelles votre concessionnaire ne peut répondre, veuillez communiquer avec le service de conciergerie des véhicules électriques au 1 833 EVCHEVY (1 833 382-4389) (ATS 711 / 1 800 833-2438).

Pour les personnes malentendantes ou ayant des troubles de la parole, veuillez communiquer avec notre Centre d'assistance aux clients à l'aide du Centre relais d'accessibilité au téléphone en composant le 711 puis en fournissant le numéro du Centre d'assistance aux clients pour votre véhicule.

**Pour les concessionnaires du Canada :** Si vous avez des questions ou des préoccupations, veuillez communiquer avec l'équipe de conciergerie des véhicules électriques Chevrolet au 1 833-EVCHEVY (1 833 382-4389) (service offert en anglais et en français).

Heures d'ouverture : Du lundi au vendredi de 8 h à 21 h (HE) et le samedi de 8 h à 17 h (HE).

N° de rappel GM : N242470160

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#### Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

#### Dealer Responsibility – All

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

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All GM Certified Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open recall and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of sample customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.





# 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.

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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

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