

## **Frequently Asked Questions (FAQs) for Safety Recall N242443000 High Voltage Battery Fire Detection**

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety Recall identified above.

**Q1) Which vehicles are involved?**

**A1)** 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.

**Q2) What is the issue or condition?**

**A2)** 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.

**Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?**

**A3)** None.

**Q4) What is the remedy/repair?**

**A4)** Dealers will reprogram the Hybrid Powertrain Control Module 2, the Battery Energy Control Module and the Body Control modules.

**Q5) When will the vehicle's high-voltage battery return to 100% state of charge?**

**A5)** The modules that monitor the vehicle's high-voltage battery and track software maturity were correctly programmed during the first service visit. For this reason, the vehicle's high voltage battery will return to 100% state of charge according to the mileage estimate contained in the original Notice to Customer. There is no need to provide the customer with a new notice.

**Q6) What is the safety risk? Is the vehicle safe to drive?**

**A6)** 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.

**Q7) Does the customer have to pay for this remedy/repair?**

**A7)** No, this inspection/repair will be done at **no cost** to the customer.

**Q8) Is the remedy/repair available now?**

**A8)** Yes, please see the attached bulletin for details.

**Q9) What should customers do until recall repairs can be completed? Are there any special instructions?**

**A9)** If special instructions are provided, they will be included in the notification letters to customers.

**Q10) How can customers check to see if their vehicle is involved in this recall?**

**A10)** Customers who own a vehicle involved in this recall will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://experience.gm.com/ownercenter/recalls> or via NHTSA's website at <http://www.nhtsa.gov>.

**Q11) If customers are concerned, can they get a rental car or courtesy transportation?**

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- A11)** Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.