

(Letter for customers with 2011 MY vehicles - US Only)

February 2012

Dear Volt Customer:

GM is now ready to implement the Volt vehicle enhancements that you were informed of in January.

We will be making enhancements to the battery coolant system and vehicle structure. Specifically, your Chevrolet dealer will add a reinforcement bracket to further protect the battery pack in a severe side collision, replace the battery coolant system reservoir with a new reservoir that includes a sensor to monitor the coolant level, reprogram the high voltage battery diagnostic module to allow for low coolant sensing, and add a tamper-resistant bracket to the top of the battery coolant reservoir to help prevent potential coolant overfills. This service will be performed at no charge.

In the fall of 2011, a software update was made available to you through Customer Satisfaction Program 11137. This updated software is required to perform the service above. If your vehicle does not already have this updated software, it will be installed for you at the same time, again, at no charge. Your vehicle's estimated electric vehicle range displayed in the instrument cluster will be reset. This will not affect your actual electric vehicle range. Within a short period of time, the displayed electric vehicle range will adjust to reflect an estimate more consistent with your normal driving range.

We recommend that you contact your dealer at your convenience to schedule an appointment on or after March 19. Upon request, your dealer will also provide you with courtesy transportation while your vehicle is at the dealership.

If you have any questions that your dealer is unable to answer, please contact your Volt advisor. The contact information is 877-4-VOLT-INFO (877-486-5846) or Voltda101@gmexpert.com.

We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Volt provides you many miles of enjoyable driving.



Alicia Boler-Davis
U.S. Vice President
Customer Experience

(Letter for customers with 2012 MY vehicles - US & Canada Only)

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