GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5468
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 5, 2020

Subject: A202309280 - Customer Satisfaction Program
Oil Leak at Plugs of Drive Unit Assembly

Models: 2020 Chevrolet Bolt EV

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program A202309280 today. The total number of U.S. vehicles involved is approximately 683. Please see the attached bulletin for details.

Customer Letter Mailing
The customer letter mailing is expected to begin the week of August 24, 2020.

Global Warranty Management (GWM)
The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated August 6, 2020 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

A202309280 Oil Leak at Plugs of Drive Unit Assembly

Release Date: August 2020 **Revision:** 00

Attention: This program is in effect until August 31, 2022.

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

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.

Condition	Certain 2020 model year Chevrolet Bolt EV vehicles may have oil leaking from one or more of the plugs on the drive unit assembly. If not addressed, the drive unit could be damaged due to the loss of fluid over time, and the driver may hear abnormal grinding and scraping noises if extreme oil leakage occurs.
Correction	Dealers are to apply Loctite between the housing and the four plugs and tighten plugs as required.

Parts

Quantity	Part Name	Part No.
1	Loctite 565 (6ml tube)	Obtain Locally

Warranty Information

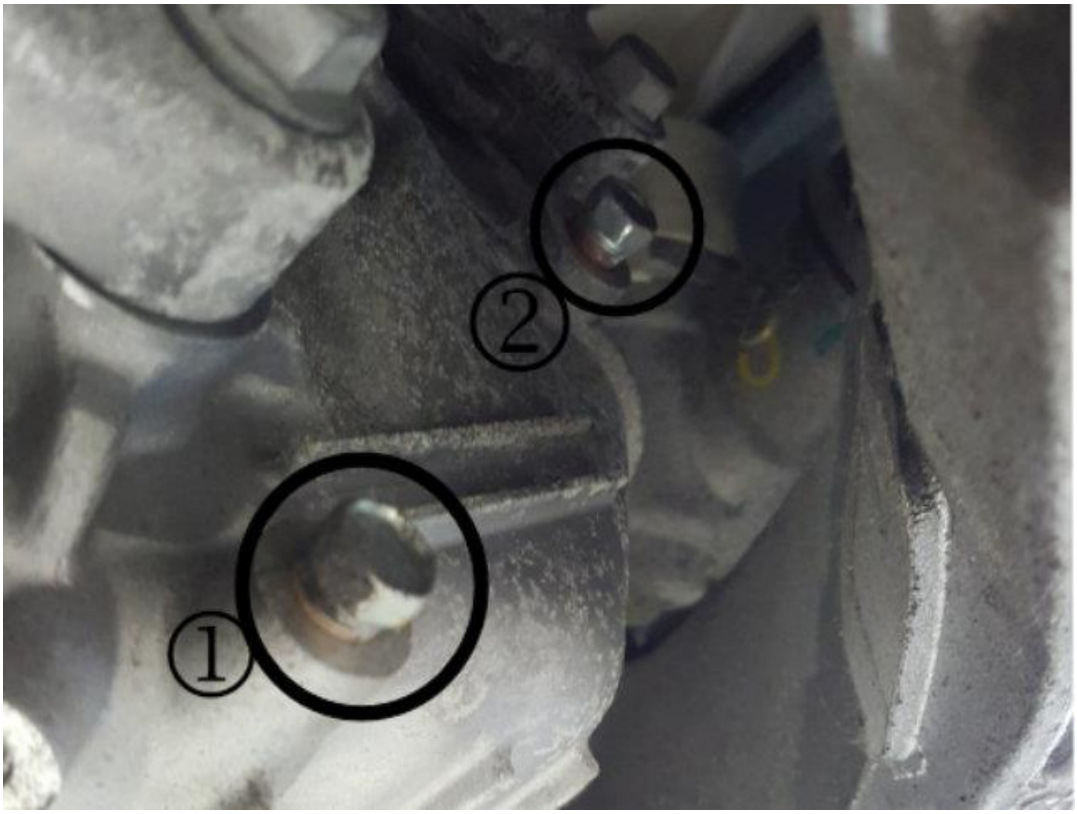
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105229	Tighten Drive Unit Plugs	0.8	ZFAT	*

* The amount identified in “Net Item” should represent the actual sum total of the current GMCCA Dealer net price for Loctite 565 or Equivalent needed to perform the required repairs, not to exceed $10.00 USD, $13.40 CAD.

Service Procedure

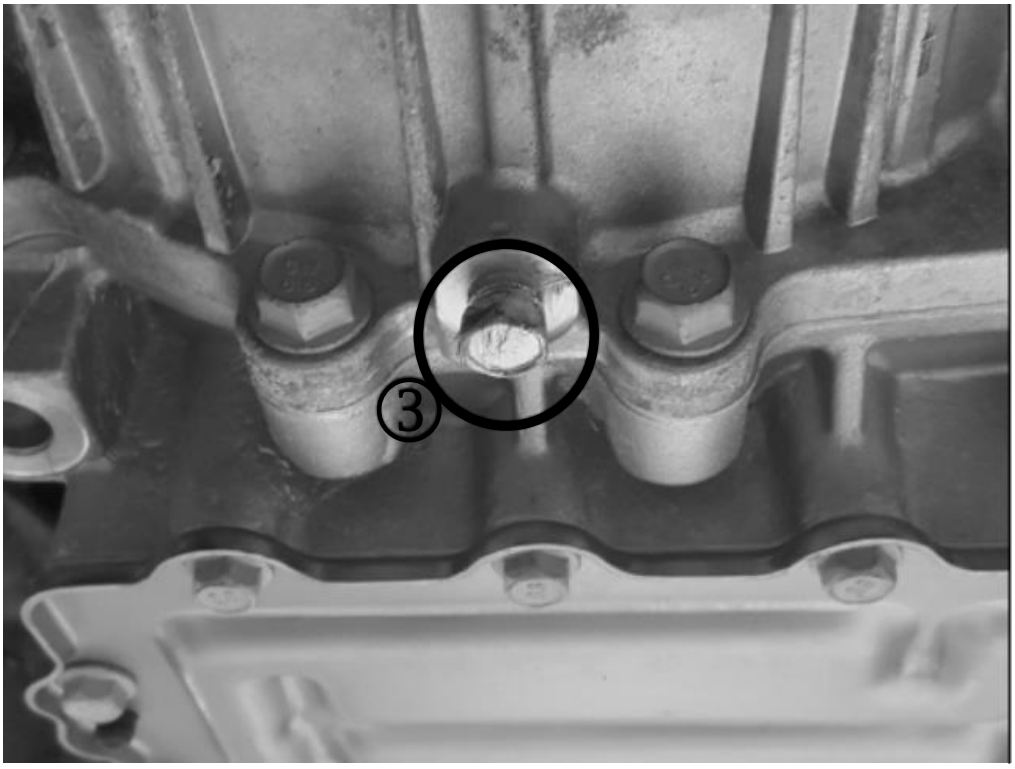
1. Remove the Front Compartment Air Deflector. Refer to *Front Compartment Air Deflector Replacement* in SI.
2. Remove the Front Wheelhouse Liner. Refer to *Front Wheelhouse Liner Replacement* in SI.
3. Locate the four plugs to be tightened as shown.

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4. Plugs 1 and 2 are located on the driver's side of the drive motor, facing the fender you are working through.



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5. Plug 3 is located on the underside of the drive motor towards the center of the front subframe.



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6. Plug 4 is located on top of the drive motor. It is easiest to see looking over the driver's side wheel drive shaft at the top of the drive motor.


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Note: Do not remove or loosen the plugs at any point.

7. Clean and degrease the exposed threads as necessary.

8. Apply Loctite 565 to all four plugs as shown above. The Loctite should cover the remaining exposed threads.

   Caution: Use your best judgement when performing step 10. DO NOT risk damaging the drive motor case by stripping the threads. If you feel like the threads are about to strip, stop. Record the final angle in the correction comments and move on to the next plug.

9. Using a torque wrench that will allow you to measure angle, tighten all four plugs by 380°. Check the final torque value of each plug after tightening and record it in your correction comments.
   - For plug #4, if you can't gain access with your torque wrench, you may need to mark the head of the bolt or the socket you are using, and manually measure 380° of rotation.
10. Replace the Front Compartment Air Deflector. Refer to *Front Compartment Air Deflector Replacement* in SI.
11. Replace the Front Wheelhouse Liner. Refer to *Front Wheelhouse Liner Replacement* in SI.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repaired 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.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) 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 CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through August 31, 2022. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, through August 31, 2022, whenever a vehicle subject to this field action 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 field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

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 program on their vehicle (see copy of customer letter included with this bulletin).

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

Customer Satisfaction Program

A202309280 Oil Leak at Plugs of Drive Unit Assembly

August 2020

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2020 model year Chevrolet Bolt EV may have oil leaking from one or more of the plugs on the drive unit assembly. If not addressed, the drive unit could be damaged due to the loss of fluid over time, and you may hear abnormal grinding and scraping noises if extreme oil leakage occurs.

Your satisfaction with your Bolt EV is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will apply Loctite between the housing and four plugs and tighten plugs as required. This service will be performed for you at **no charge until August 31, 2022**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

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.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Bolt EV provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

A202309280