

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5860
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 20, 2021

Subject: A212336520 - Service Update
Front Left-Hand Strut to Body Not Secured

Models: 2021 Chevrolet Bolt EV

To: All General Motors Dealers

General Motors is releasing Service Update A212336520 today. The total number of U.S. vehicles involved is 18. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated July 21, 2021 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

Service Update

A212336520 Front Left-Hand Strut to Body Not Secured



Release Date: July 2021

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.
ONLY EV Certified dealers can complete this repair.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Bolt EV	2021	2021		

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	On certain 2021 model year Chevrolet Bolt EV vehicles, the front left-hand side front suspension strut to the body fasteners may not be torqued properly.
Correction	Dealers are to check the torque and replace the bolt if necessary.

Parts

Quantity	Part Name	Part No.
1	Strut Upper Mount Bolt	11588723

It is estimated that only 20 involved vehicles will require the bolt replaced. **Due to the small number of vehicles anticipated that will need this fix, dealers are encouraged not to order this part for use as shelf stock.**

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

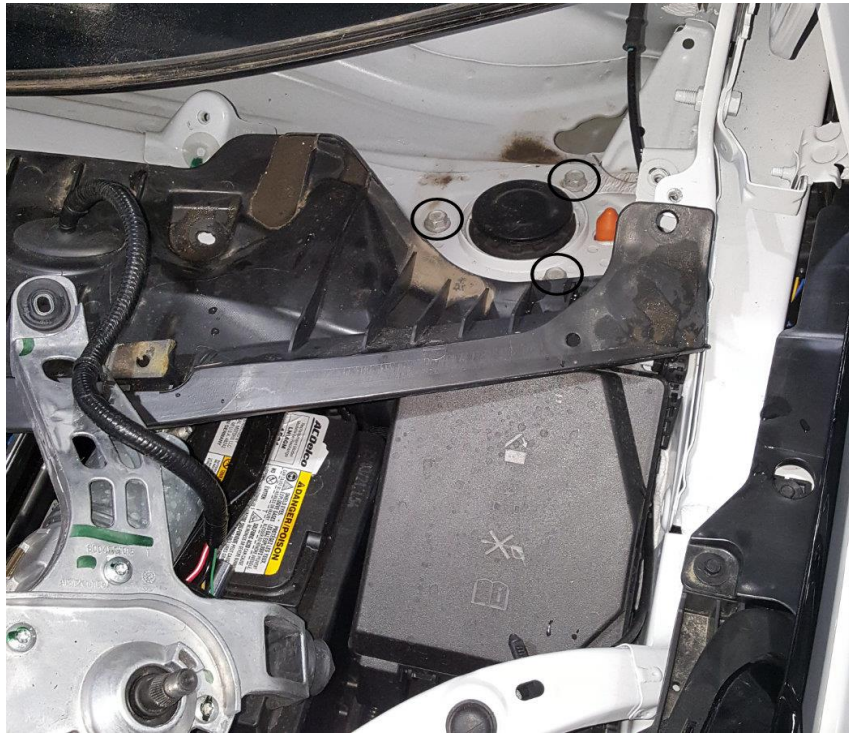
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105853	Check Torque and Replace Bolt (if necessary)	0.6	ZFAT	N/A

Service Procedure

1. Remove the Front Left Windshield Wiper System Module. Refer to *Windshield Wiper System Module Replacement* in SI.

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2. Check torque on the left front strut bolts (circled) using a torque wrench. All bolts should be torqued to 16 Lb-ft (22N-m).
 - If any bolts are found to be loose, replace them, and then torque to 16 Lb-ft (22N-m).
3. Reinstall the Front Left Windshield Wiper System Module. Refer to *Windshield Wiper System Module Replacement* in SI.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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.

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.

Dealer Reports

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

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.



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