

Customer Satisfaction Program

N222369540 Fuel Economy Information Omitted On Monroney Label



Release Date: May 2022

Revision: 00

Attention: This program is in effect until May 31, 2024.

Make	Model	Model Year		RPO	Description
		From	To		
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.

Condition	GM discovered an inadvertent error that omitted the fuel economy information on the window label (Monroney Label) of certain 2022 model year Chevrolet Bolt EUV vehicles. This label error has no effect on the safety and operation of the vehicles.
Correction	Dealers will inspect the Monroney label on vehicles in dealer inventory and replace if necessary prior to sale of the vehicle. GM will contact owners of the affected models to address this situation and provide a corrected fuel economy label overlay for the Monroney label that may be placed in the glovebox.

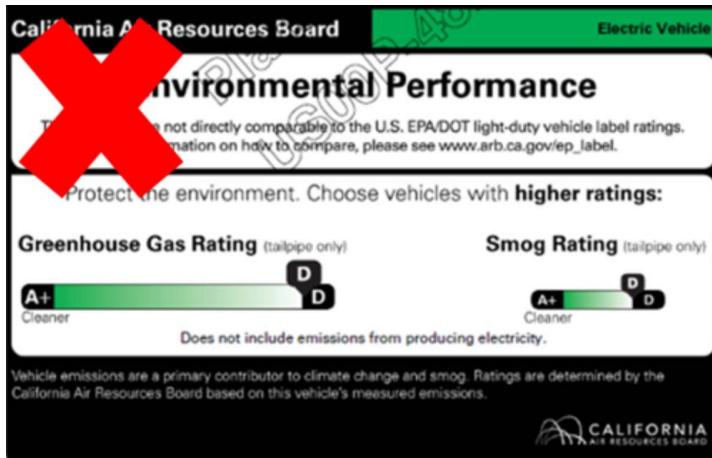
Parts

Customers will be mailed the correct fuel economy information. For **US dealer inventory vehicles**, Replacement Monroney Labels began shipping to dealers the week of April 29, 2022, and dealers should receive them via FedEx to their mailing address within a week. For **Canadian dealer inventory vehicles**, replacement Monroney Labels began shipping to dealers on May 10, 2022, to the attention of the "Parts Manager", and dealers should receive them via FedEx to their mailing address within a week. If you have not received the replacement label or have an affected unit that was dealer traded, you can request a replacement label via the normal label replacement request process through GlobalConnect in the BARS Reprint.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105907	Inspect and Replace/Correct Monroney Label	0.1	ZFAT	N/A

Service Procedure

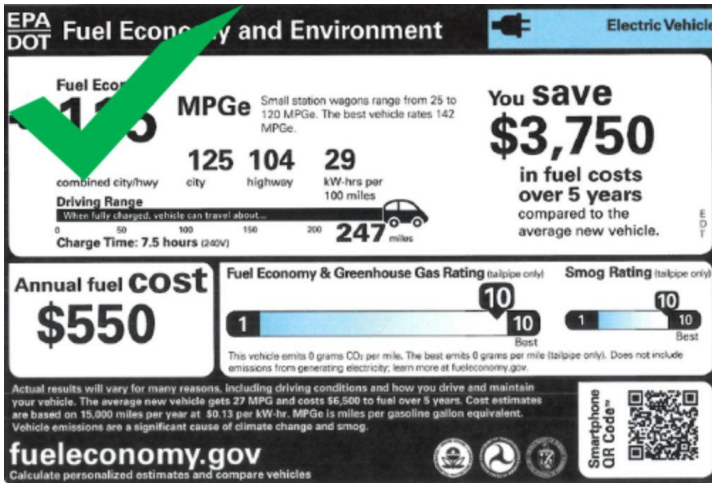


6070595

Incorrect US Label

Customer Satisfaction Program

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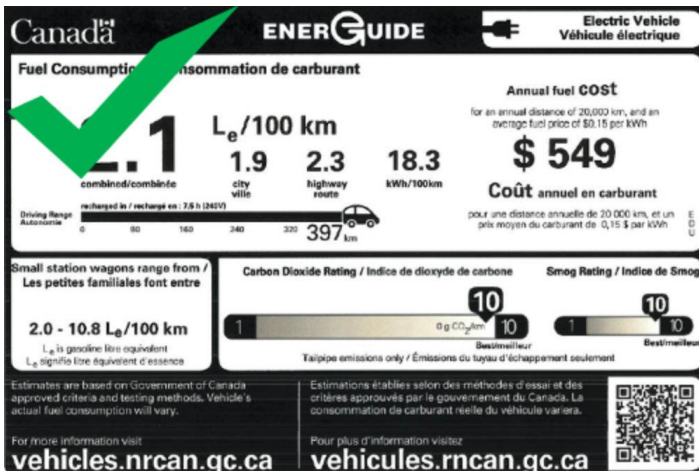
6073314

Correct US Label



6070594

Incorrect Canada Label



6073313

Correct Canada Label

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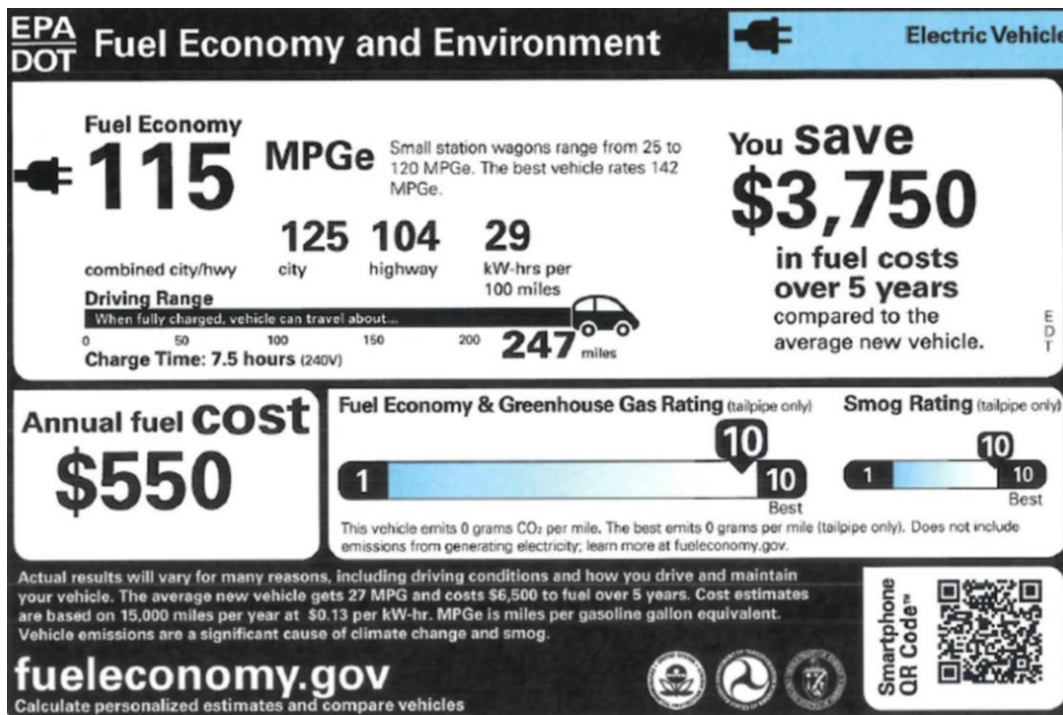
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1. Inspect the fuel economy label on the Monroney label for incorrect information, see above images. The region will determine which label is shown.
 - If the Monroney label has the CORRECT information. No further action is required.
 - If the Monroney label has the INCORRECT information AND is in new vehicle inventory, continue to step 2.
 - If a customer owned vehicle or used VIN is "open" in IVH, continue to step 4.
2. Carefully remove the factory installed Monroney label from the vehicle's window. Discard this label.

IMPORTANT: For US dealer inventory vehicles, Replacement Monroney Labels began shipping to dealers the week of April 29, 2022, and dealers should receive them via FedEx to their mailing address within a week. For Canadian dealer inventory vehicles, replacement Monroney Labels began shipping to dealers on May 10, 2022, to the attention of the "Parts Manager", and dealers should receive them via FedEx to their mailing address within a week.

3. Carefully affix the replacement Monroney label with corrected emissions section to the vehicle's window. No further action is required.

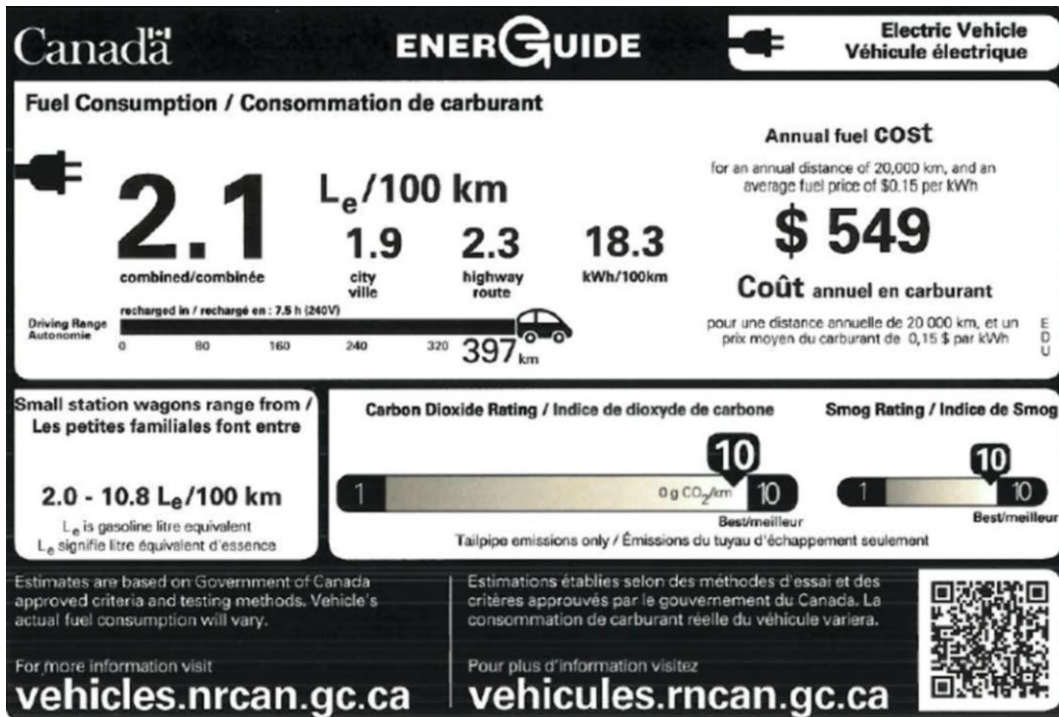


6070596

General Motors is providing you the above image, which displays the vehicle's fuel economy, range, and environmental information as they were intended to be shown on the window sticker, for your records. Please retain this document with your vehicle's window sticker.

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6070597

General Motors is providing you the above image, which displays the vehicle's fuel economy, range, and environmental information as they were intended to be shown on the window sticker, for your records. Please retain this document with your vehicle's window sticker.

- Print this bulletin and place the appropriate above section based on region into the glovebox.

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 May 31, 2024. 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, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through May 31, 2024, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

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 field action. 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

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Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

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**

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May 2022

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

Dear General Motors Customer:

We are writing to inform you that the window sticker that came with your 2022 model year Chevrolet Bolt EUV vehicle may have omitted the fuel economy, range and environmental information it was intended to display. This label error does not affect the safety or operation of your vehicle.

What We Will Do: General Motors is providing you the attached document, which displays the vehicle's fuel economy, range, and environmental information as they were intended to be shown on the window sticker, for your records.

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.

Division	Number	Text Telephones (TTY)
Chevrolet Bolt EV/EUV	1-833-EVCHEVY (1-833-382-4389)	711 / 1-833-382-4389
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

We truly appreciate you taking the time to update your vehicle records as we know your time is valuable.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosures
N222369540

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6155
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 9, 2022

Subject: N222369540 - Customer Satisfaction Program
Fuel Economy Information Omitted on Monroney Label

Models: 2022 Chevrolet Bolt EUV

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222369540 today. The total number of U.S. vehicles involved is approximately 1,088. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in May 2022.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 9, 2022. 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