



# Service Bulletin

Bulletin No.: 21-NA-261

Date: May, 2022

## TECHNICAL

**Subject: Charge Limited to 80% After Battery Pack Replaced for Recall N212343881, N212345941 or N212345943**

| Brand:    | Model:   | Model Year: |      | VIN: |    | Engine: | Transmission: |
|-----------|----------|-------------|------|------|----|---------|---------------|
|           |          | from        | to   | from | to |         |               |
| Chevrolet | Bolt EV  | 2017        | 2022 | —    | —  | All     | All           |
|           | Bolt EUV | 2022        | 2022 |      |    |         |               |

|                                   |  |
|-----------------------------------|--|
| <b>Involved Region or Country</b> | United States, Canada, Middle East, GM Korea Company   |
| <b>Condition</b>                  | <b>Note:</b> Read and compare these field action numbers carefully to the vehicle in question. Some customers may comment that their vehicle stops charging at 80% state of charge after a new battery pack was replaced for recall N212343881, N212345941 or N212345943.  |
| <b>Cause</b>                      | The cause of the condition is that a VIN reconfiguration may be needed in Service Programming to align the vehicle with a 100% state of charge calibration.  |
| <b>Correction</b>                 | Contact Techline at 800.828.6860 (English) (U.S. & Canada) (800.503.3222 (French) with this bulletin number, VIN, and when the battery pack was replaced (must be after 10/7/2021).<br>After contacting Techline, reprogram the vehicle using the selection ZFA - Field Action Multimodule Sequence and perform a Hybrid/EV Battery Pack Capacity Learn and EV Range Reset using GDS2. <b>If needed for reference</b> , the procedure for the ZFA programming, learn, and reset can be found near the middle of the field action bulletin, N212343881. |

### Warranty Information

**Note:** Claims must be submitted as ZFAT type. **All claims must be H-routed.**

| Labor Operation | Use for Model Years | Description  | Labor Time |
|-----------------|---------------------|--|------------|
| 9106052         | 2017-2019           | N212343881 – Remove Charge Limit to 80 percent after Battery Pack replacement using Service Bulletin 21-NA-261 | 1.0 hr     |
| 9106053         | 2020-2022           | N212345941 – Remove Charge Limit to 80 percent after Battery Pack replacement using Service Bulletin 21-NA-261 | 1.0 hr     |
| 9106309         | 2020-2022           | N212345943 – Remove Charge Limit to 80 percent after Battery Pack replacement using TSB 21-NA-261              | 1.0 hr     |

|                 |  |
|-----------------|--|
| <b>Version</b>  | 5  |
| <b>Modified</b> | Released November 12, 2021<br>March 07, 2022 – Added Warranty Information.<br>March 17, 2022 – Added All Claims Must Be H-routed to the Warranty statement Note.<br>April 14, 2022 – Updated Cause and Correction sections.<br>May 06, 2022 – Added Recall N212345943 to Subject, Condition and Labor Operation Description. |

