

Customer Satisfaction Program

N222383780 High Voltage Connector Fasteners Improperly Torqued



Release Date: October 2022

Revision: 00

Attention: This field action must only be completed by Chevrolet EV certified dealers who have met all Bolt field action-specific training, tool and equipment requirements, and repairs must be performed by a technician who has successfully completed the required training.
This program is in effect until November 30, 2024.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Bolt EV	2017	2019		
		2022	2023		
	Bolt EUV	2022	2023		

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 2017-2019, 2022-2023 Chevrolet Bolt EV, and 2022-2023 Bolt EUV vehicles may have a condition in which fasteners used to secure an external connector to the high voltage battery pack may not have been torqued to specification.
Correction	Dealers will secure all suspect connections to the appropriate torque specification.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106489	Tighten the four X3 connector bolts (includes time to discharge/charge HV battery)	2.0	ZFAT	N/A

Service Procedure

Danger: Carefully read this entire bulletin before beginning the remedy procedure. Failure to follow the procedures may result in serious injury or death.

Always perform the High Voltage Disabling procedure prior to servicing any High Voltage component or connection. Personal Protection Equipment (PPE) and proper procedures must be followed.

The High Voltage Disabling procedure includes the following steps:

- Identify how to disable high voltage.
- Identify how to test for the presence of high voltage.
- Identify condition under which high voltage is always present and personal protection equipment (PPE) and proper procedures must be followed.

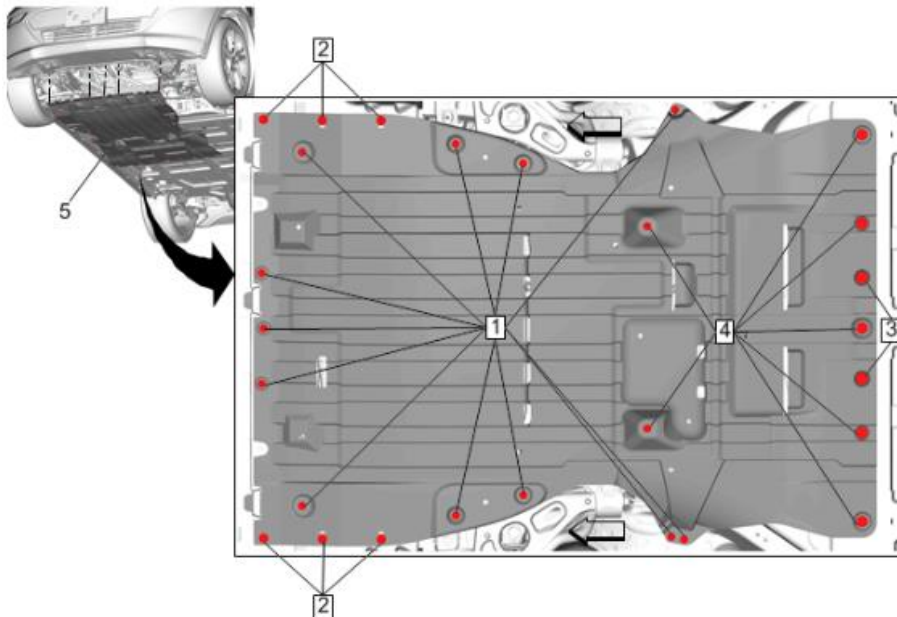
Before working on any high voltage system, be sure to wear the following Personal Protection Equipment:

- Safety glasses with appropriate side shields when within 15 meters (50 feet) of the vehicle, either indoors or outdoors.
- Certified and up-to-date Class "0" Insulation gloves rated at 1000V with leather protectors.
 - Visually and functionally inspect the gloves before use.
 - Wear the Insulation gloves with leather protectors at all times when working with the high voltage battery assembly, whether the system is energized or not.

1. Disable the high voltage system. Refer to *High Voltage Disabling* in SI.
2. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

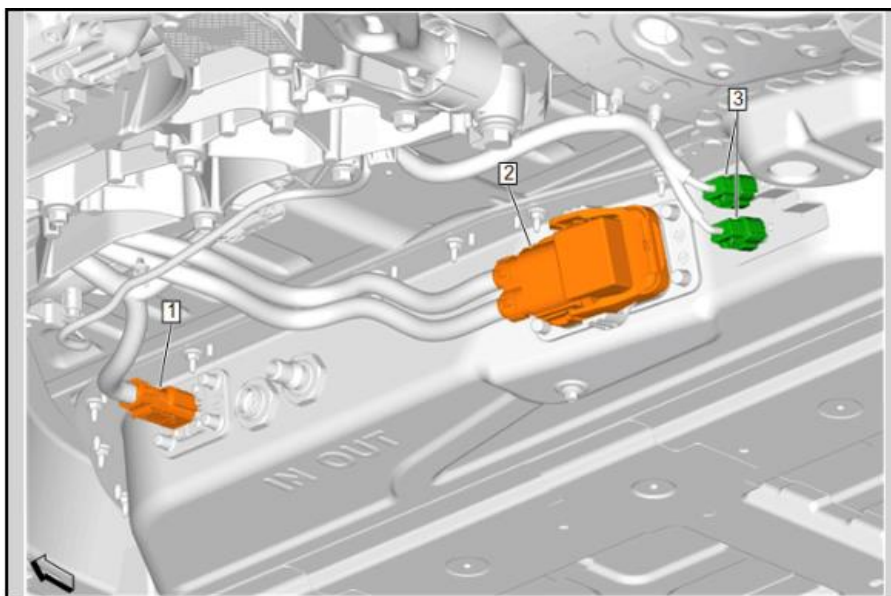
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3. Remove the 12 Front Compartment Insulator Screws (1).
4. Remove the 6 Front Bumper Fascia Wheel Opening Screws (2).
5. Remove the 2 Front Compartment Insulator Retainers (3).
6. Remove the 7 Front Compartment Insulator Bolts (4).
7. Remove the Front Compartment Air Deflector (5).



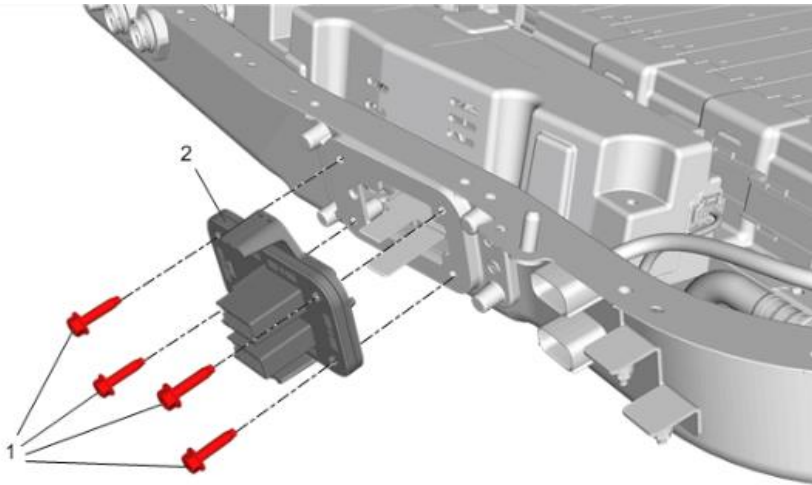
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Note: Ensure the surrounding area is clean from any debris.

8. Disconnect the X3 High Voltage Battery Connector (2) at the High Voltage Battery by rotating the connector handle 90 degrees.

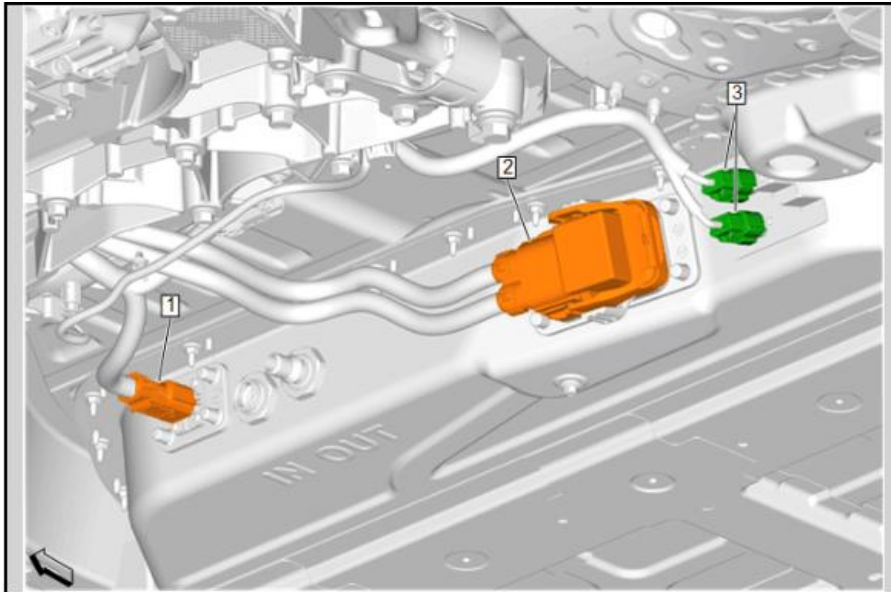
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9. Tighten the 4 High Voltage Battery X3 Connector Black Bolts (1) to 9 Nm (80 lb in).

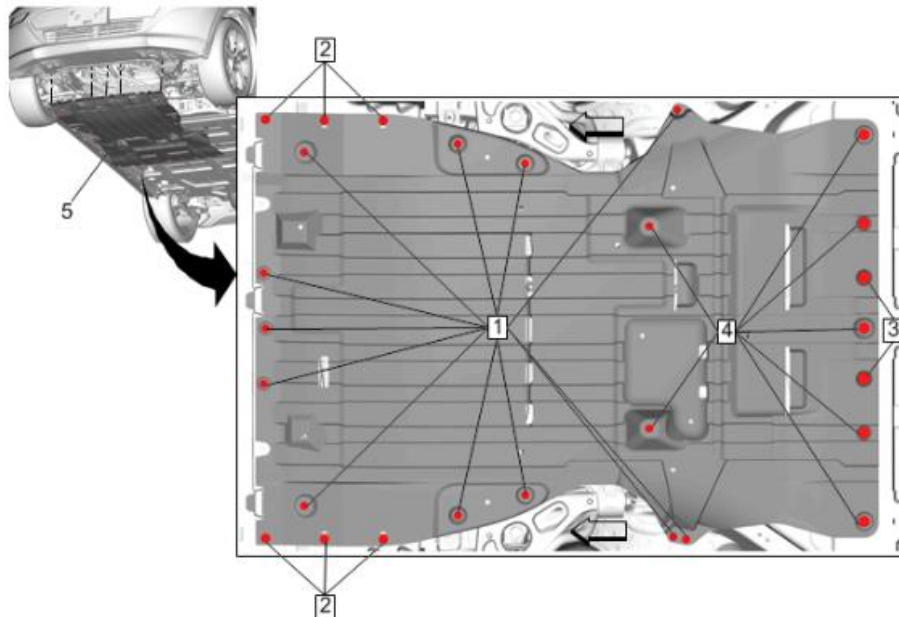


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10. Connect the X3 High Voltage Battery Connector (2) at the High Voltage Battery.

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11. Install the Front Compartment Air Deflector (5).
12. Install and tighten the 7 Front Compartment Insulator Bolts (4) to 9 Nm (80 lb in).
13. Install the 2 Front Compartment Insulator Retainers (3).
14. Install and tighten the 6 Front Bumper Fascia Wheel Opening Screws (2) to 2.5 nm (22 lb in).
15. Install and tighten the 12 Front Compartment Insulator Screws (1) to 2.5 Nm (22 lb in).
16. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
17. Enable the high voltage system. Refer to *High Voltage Enabling* 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/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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through November 30, 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 November 30, 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 USA & Export

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.

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).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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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November 2022

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

Dear General Motors Customer:

We have learned that on certain 2017-2019, 2022-2023 Chevrolet Bolt EV, and 2022-2023 Bolt EUV vehicles a condition may exist in which fasteners used to secure an external connector to the high voltage battery pack may not have been torqued to specification.

Your satisfaction with your Bolt EV/Bolt EUV 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 secure all suspect connections to the appropriate torque specification. This service will be performed for you at **no charge until November 30, 2024**. 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. When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

If you have any questions or concerns that your dealer is unable to resolve, please contact the EV Concierge at 1-833-EVCHEVY (1-833-382-4389) (TTY 711 / 1-800-833-2438).

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 GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N222383780

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6314
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 19, 2022

Subject: N222383780 - Customer Satisfaction Program
High Voltage Connector Fasteners Improperly Torqued

Models: 2017-2019, 2022-2023 Chevrolet Bolt EV
2022-2023 Chevrolet Bolt EUV

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222383780 today. The total number of U.S. vehicles involved is approximately 31. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in November, 2022.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated October 19, 2022. A list of vehicles in dealer inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS