

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6554
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 3, 2023

Subject: N232400840 - Customer Satisfaction Program
Incorrect Charging Time on Fuel Economy Label

Models: 2023 Chevrolet Bolt EV

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N232400840 today. The total number of U.S. vehicles involved is approximately 592. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on May 4, 2023.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 3, 2023. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N232400840 Incorrect Charging Time on Fuel Economy Label



Release Date: May 2023

Revision: 00

Attention:	<p>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.</p> <p>For Canadian Dealers: Only Chevrolet Dealers who have signed the Chevrolet Electric Models Agreement and have met all the Chevrolet Bolt EV-specific training, tools, and equipment requirements are eligible to complete the repair. Any Dealer unsure of their eligibility status should immediately review with their District Service Manager.</p> <p>This program is in effect until May 31, 2025.</p>
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Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Bolt EV	2023	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	Certain 2023 model year Chevrolet Bolt EV vehicles may have a window fuel economy label that, due to a printing error, did not state the vehicle's battery charge time. The corrected labels shown below include the battery charge time of 7.5 hours.
Correction	Corrected fuel economy labels are being mailed to customers of record. For vehicles in dealer inventory or if you have a customer that has lost, ripped or destroyed a label and needs to replace it, dealers are to print the fuel economy label below and place it in the owner's glovebox.

Parts

No parts are required for this repair. Labels have been mailed to customers of record.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106776	Print Fuel Economy Label	N/A	ZFAT	N/A

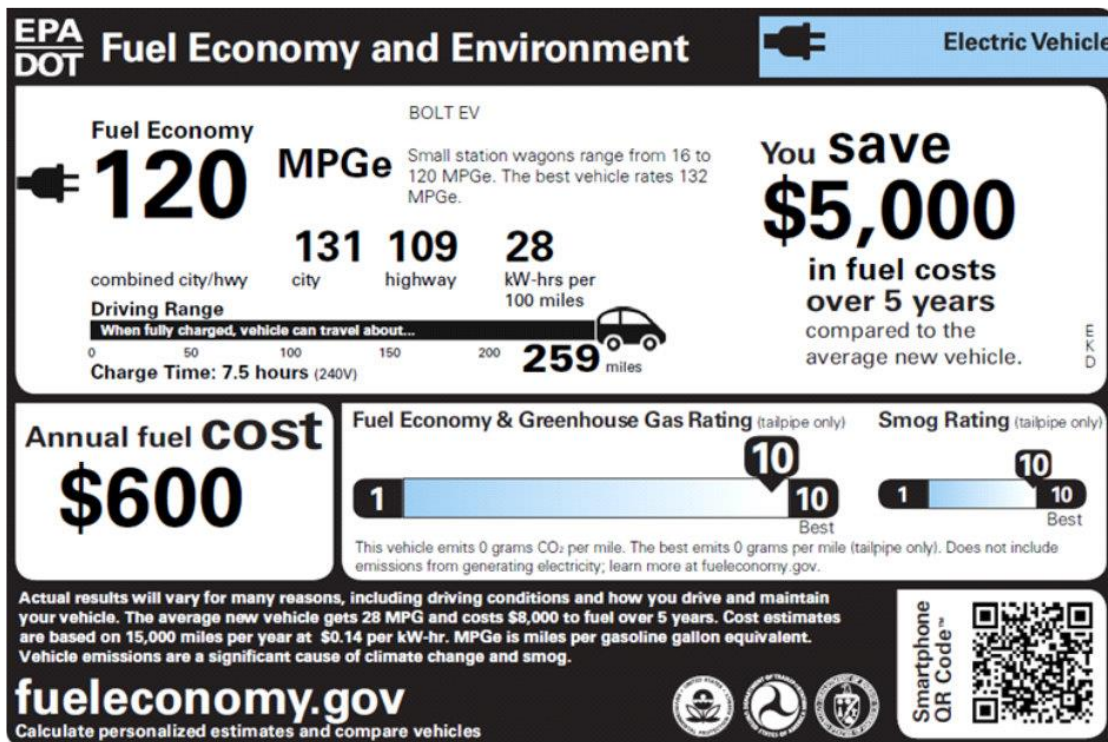
Submit \$20.00 administrative allowance in Net/Admin Allowance.

Service Procedure

Print the fuel economy label and place it in the owner's glovebox.

Customer Satisfaction Program

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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, 2025. 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, 2025, 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 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.

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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

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May 2023

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

Dear General Motors Customer:

We are writing to provide you a corrected fuel economy label for your model year 2023 Chevrolet Bolt EV. Due to a printing error, the original window label did not include the time required to fully charge the vehicle's battery. The corrected label lists your vehicle's battery charge time of 7.5 hours.

Please retain this corrected label with your original window label for future reference.

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 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

Your satisfaction with your vehicle is very important to us and 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

Enclosure
N232400840