

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6624
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 20, 2023

Subject: N232404821 - Service Update
Mislabeled High Voltage Battery

Models: 2023 Chevrolet Bolt EV
2023 Chevrolet Bolt EUV
Equipped with Battery, Propulsion, Lithium- Ion Rechargeable Energy
Storage System (RPO EKZ)

To: All General Motors Dealers

General Motors is releasing Service Update N232404821 today. The total number of U.S. vehicles involved is approximately 3,862. 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 20, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N232404821 Mislabeled High Voltage Battery



Release Date: July 2023

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 EV Component Limited Warranty period.

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.

For Canadian Dealers: Only Chevrolet Dealers who have signed the Chevrolet Electric Models Agreement and have met all the Chevrolet Bolt EV/EUV - 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.

| Make | Model | Model Year | | RPO | Description |
|-----------|----------|------------|------|-----|--|
| | | From | To | | |
| Chevrolet | Bolt EV | 2023 | 2023 | EKZ | BATTERY, PROPULSION, LITHIUM- ION RECHARGEABLE ENERGY STORAGE SYSTEM |
| Chevrolet | Bolt EUV | | | | |

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 and Bolt EUV vehicles may have a condition in which the high voltage battery was shipped with incorrect labels. |
| Correction | Dealers are to use a black paint pen to obscure the N2.2 chemistry note on the Battery data label. |

Parts

No parts are required to complete this repair.

Warranty Information

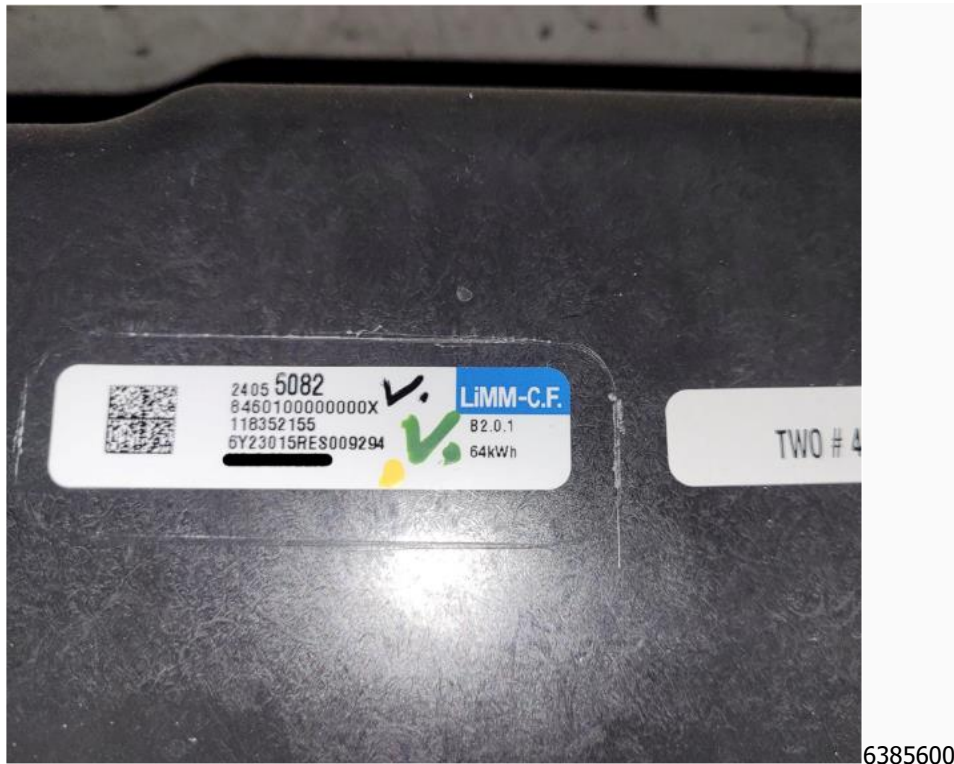
| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|--------------------------------|------------|-------------|----------|
| 9106910 | Battery BIN Label Modification | 0.3 | ZFAT | N/A |

Service Procedure

1. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle in SI*.
2. Locate the Battery BIN label on the high voltage battery.

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- Using a sharpie, cross out the bottom line on the label that reads “N2.2 Module”. The modified label should look as above.

Note: Use care not to mark any other portion of the label. The other information on the label must remain legible for future serviceability.

- Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* 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 EV Component 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/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.

Dealer Reports – For USA & Export

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.

