



# Service Bulletin

Bulletin No.: 24-NA-035

Date: March, 2024

## TECHNICAL

**Subject: Charge Limited to 80% After Reaching 10,000km (6,213 Miles) for Recall N212345944 or N212345945**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Bolt EV	2020	2022	—	—	All	All
	Bolt EUV	2022					

<b>Involved Region or Country</b>	United States, Canada, Middle East, GM Korea Company
<b>Condition</b>	Some customers may comment that their vehicle remains limited to 80% state of charge after driving the required 10,000 km (6,213 miles) for Recall N212345944 or N212345945.
<b>Cause</b>	The cause of the condition is that a VIN re-configuration may be needed in Service Programming to align the vehicle with a 100% state of charge calibration.

**Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.**

### Service Procedure

Contact Techline at 800.828.6860 (English) (U.S. & Canada) (800.503.3222 (French) with this bulletin number, provide the VIN, the vehicle odometer when recall N212345944 or N212345945 was implemented and the current odometer.

**Note:** 10,000 km (6,213 miles) or greater must have been driven since N212345944 or N212345945 was programmed into the vehicle. Verify Recall mileage using Investigate Vehicle History (IVH) screen in GM Global Warranty Management system.

After contacting Techline, reprogram the vehicle using the selection ZREG and return the vehicle to 100% Charging.

### Return Vehicle to 100% Charging

- Set Target Charge Level to 100%. To change the Target Charge Level in the center infotainment display, touch Energy and then touch Charging.
  - Touch the Target Charge Level tab on the Charging screen.
  - Touch "+" (plus) to increase charge level to 100%.
  - If the customer is not waiting, charge the vehicle to full capacity. The charge is complete when the green light on the top of the dash is solid green. DC Fast Charging may be used.

### Parts Information

No parts are required for this repair.

## Warranty Information

**Note:** Claims must be submitted as ZREG type.

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2886938*	Return Charge Limit to 100 Percent After Reaching Mileage Threshold	1.0 hr
*This is a unique Labor Operation for bulletin use only.		

Version	1
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