



# Service Bulletin

Bulletin No.: 24-NA-035

Date: April, 2024

## TECHNICAL

**Subject: Charge Limited to 80% After Reaching 10,000 km (6,213 Miles) for Recall N212345944, N212345945 or N212345946**

| 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, N212345945 or N212345946. |
| <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, N212345945, or N212345946 was implemented and the current odometer.

**Note:** 10,000 km (6,213 miles) or greater must have been driven since N212345944, N212345945, or N212345946 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 ZFA 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 |
|--|---|------------|
| 2887498*   | Return Charge Limit to 100 Percent After Reaching Mileage Threshold | 1.0 hr     |
| *This is a unique Labor Operation for bulletin use only. |   |            |

|                 |  |
|-----------------|--|
| <b>Version</b>  | 3  |
| <b>Modified</b> | Released March 06, 2024<br>Revised March 13, 2024 – Changed ZREG to ZFA under Service Procedure and corrected duplicate Labor Operation number.<br>Revised April 30, 2024 – Added N212345946 and supporting information. |

