

Product Safety Recall

N202311731 High Voltage Battery May Melt or Burn



IMPORTANT SAFETY RECALL

June 2021

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Previously, you were notified that your 2017-2019 model year Chevrolet Bolt EV was involved in GM recall N202311730. This letter is to inform you that the final service procedure is now available to repair your vehicle under N202311731.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2017-2019 model year Chevrolet Bolt EV vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N202311731.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

A certain number of these vehicles were built with high voltage cells produced at LG Chem's Ochang, Korea facility that may pose a risk of fire when charged to full, or very close to full, capacity.

What will we do?

Your GM dealer will perform diagnostic procedures on your vehicle and, if necessary, replace battery module assemblies that fail the diagnostics. Your dealer will also install advanced onboard diagnostic software that, among other things, has the ability to detect potential issues related to changes in battery module performance before problems can develop.

This service will be performed for you at **no charge**. In most cases, the inspection and service will take approximately one hour. If the replacement of a battery module assembly is required, your dealer will provide you with a courtesy loaner vehicle while your vehicle is being repaired, which could take several days, depending on parts availability.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Bolt EV Concierge team at 833-EVOLVE (833-382-4389). Hours of operation are Monday through Friday, 8:00 AM to 7:00 PM ET.

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 20V701.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs
Vice President
Global Vehicle Safety