

## LEADERSHIP MESSAGE

Check out the newest edition of “**Chevy 0 to 60**”.

This segment touches on today's Bolt EV safety recall for select 2017-2019 model years.

For details, please see recall bulletins - **N212343880** and **N202311731-02**.

Owners can visit [my.chevrolet.com/how-to-support/safety/boltevreCALL](https://my.chevrolet.com/how-to-support/safety/boltevreCALL) or contact the Chevrolet EV Concierge at 1.833.EVCHEVY.

Thank you for everything you do for Chevrolet. As always, let us know [what you think](#).

VIDEO TEXT:

Chevy Team – Today, at 9am, we’re announcing a new recall for the previous population of select 2017 through 2019 Bolt EVs.

As part of GM’s commitment to safety, experts from GM and LG have identified the simultaneous presence of two rare, manufacturing defects in the same battery cell, as the root cause of battery fires in certain Bolt EVs.

Now, as a result, GM will conduct this new recall for this previous population to address the risk of battery fires in these vehicles.

As part of this recall, GM will replace defective battery modules in the recall population.

When replacement parts are ready, we will notify both the customer and you, our Dealers.

While we prepare to conduct this recall, we’re asking customers to take several steps that are outlined in the dealer bulletins and will be outlined in the customer letter and on the website and this will be until the new remedy has been performed.

As always, if customers need support we need to be there for them.

In the meantime, customers who have not received the diagnostics software from the last recall, should visit your dealership to obtain this update.

So, let’s break down a few questions that you might have:

1) Is there a stop sale on the 2020, 21, 22 Bolt EV or EUV?

The answer is no – keep selling.

The 2020, 21, 22 Bolt EV & EUV batteries have a different battery cell chemistry and were produced with improved manufacturing processes.

2) I’ve got a 2017 through 2019 Bolt EV on my used car lot, that is affected by this recall, what do I do?

Don’t sell it because it has an active recall.

3) Is this the same population of vehicles from November?

Yes – it’s the same population of vehicles but a new recall . . . affecting about 50,000 vehicles in the U.S.

In terms of timing ... We are announcing the recall this morning.

And we will notify customers by mail and email starting next week.

We’re working with our supplier and manufacturing teams to determine how to best expedite battery capacity for module replacement under this recall.

This is what we know today . . .

Just like with the microchip situation, you have my commitment to provide ongoing and transparent updates on this issue.

What you’re going through right now is not lost on me.

This recall does provide an opportunity to once again, deliver an exceptional customer experience.

And no one does it better than this Chevy network.

Thank you for all that you do.

We'll be talking to you soon.