

**Subject: Engineering Information – Charge Port Receptacle Melting On the Vehicle**

**Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Bolt EV	2017	2020	-	-	-	-

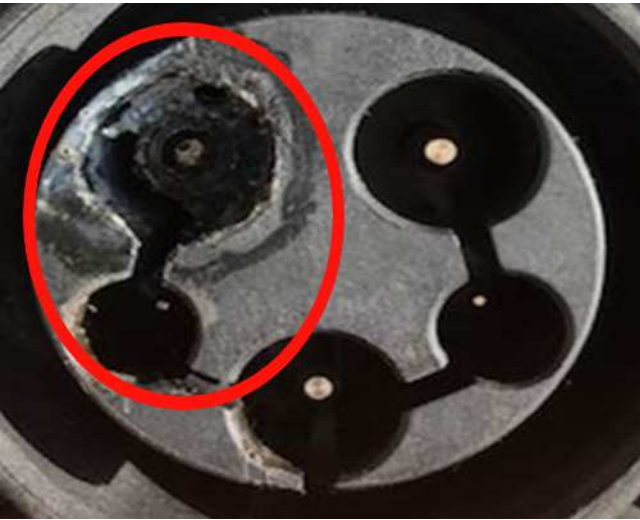
<b>Involved Region or Country</b>	North America
<b>Condition</b>	<b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment that the charge port receptacle is melting on the vehicle.
<b>Cause</b>	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

**Correction**

If you encounter a vehicle with the above concern, perform the following listed below and contact the engineer with your findings.

1. Identify the location and brand of the charge station that the event occurred.
2. Inspect for signs of damage and/or contamination of the charge station plug.





3. Pictures of charge port receptacle melted are shown above.

**Contact Information**

Engineer Name	Phone Number
Mike Kolb	(248) 807-3110

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

**Warranty Information**

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
5480718*	Engineering Information – Charge Port Receptacle Melting On the Vehicle	0.4 hr

\*This is a unique Labor Operation for Bulletin use only.

<b>Version</b>	1
<b>Modified</b>	Released August 22, 2019