

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5451
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 16, 2020

Subject: N192278390 - Customer Satisfaction Program
Manual Service Disconnect Fuse Open

Models: 2019 Chevrolet Bolt EV

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192278390 today. The total number of U.S. vehicles involved is approximately 9,164. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in August.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated July 17, 2020 or sooner. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N192278390 Manual Service Disconnect Fuse Open



Release Date: July 2020

Revision: 00

Attention: This program is in effect until August 31, 2022.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Bolt EV	2019	2019		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2019 model year Chevrolet Bolt EV vehicles built between January 1, 2019 and June 30, 2019, may have a condition in which the manual service disconnect fuse opens at too low an amperage resulting in a check engine light turning on or the vehicle will not start or in rare cases a loss of propulsion.
Correction	Dealers are to replace the manual service disconnect fuse.

Parts

Quantity	Part Name	Part No.
1	LEVER ASM-HIGH VLTG BAT HIGH VLTG MAN DIS	24294004

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104942	Replace Drive Motor Battery High Voltage Manual Disconnect Lever and Clear DTC information	0.4	ZFAT	N/A

Service Procedure

Danger: Ensure all High Voltage safety procedures are followed. Failure to follow the procedure exactly as written may result in serious injury or death.

Danger: Before working on any high voltage system, be sure to wear the following Personal Protection Equipment:

- Safety glasses with appropriate side shields when within 50 feet of the vehicle, either indoors or outdoors.
- Certified and up-to-date Class "0" Insulation gloves rated at 1000V with leather protectors.
- Visually and functionally inspect the gloves before use.
- Wear the Insulation gloves at all times when working with the high voltage battery assembly, whether the system is energized or not.

Failure to follow the procedure exactly as written may result in serious injury or death.



5499718

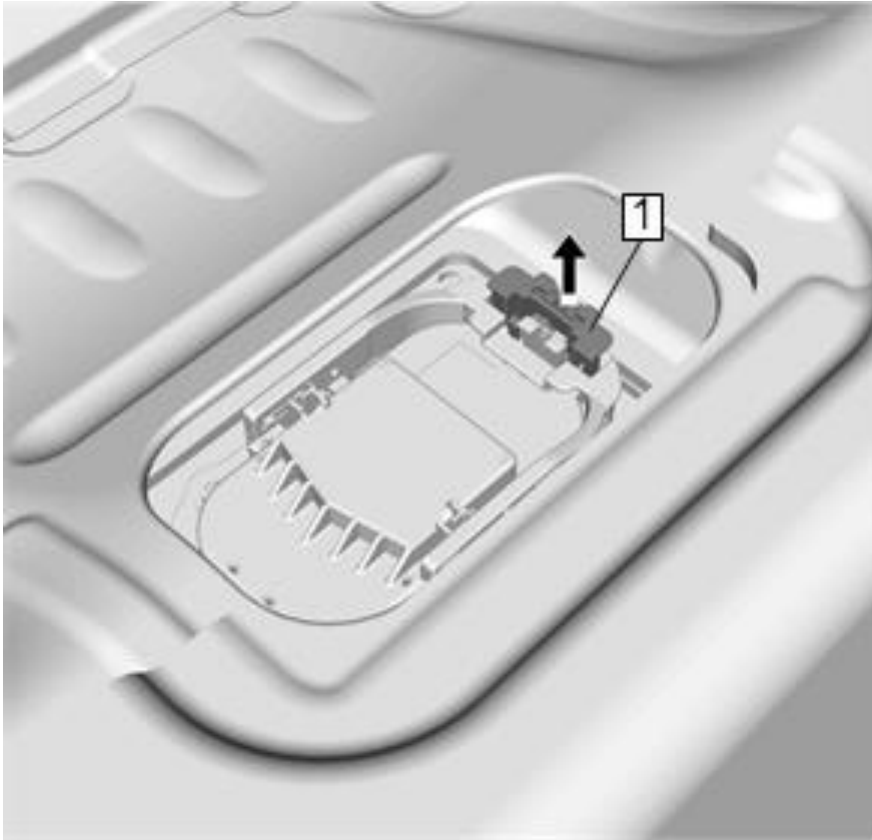
Customer Satisfaction Program

N192278390 Manual Service Disconnect Fuse Open



NOTE: Verify the new service part has a black dot on the upper right corner of the label. This indicates the unit has been fully tested.

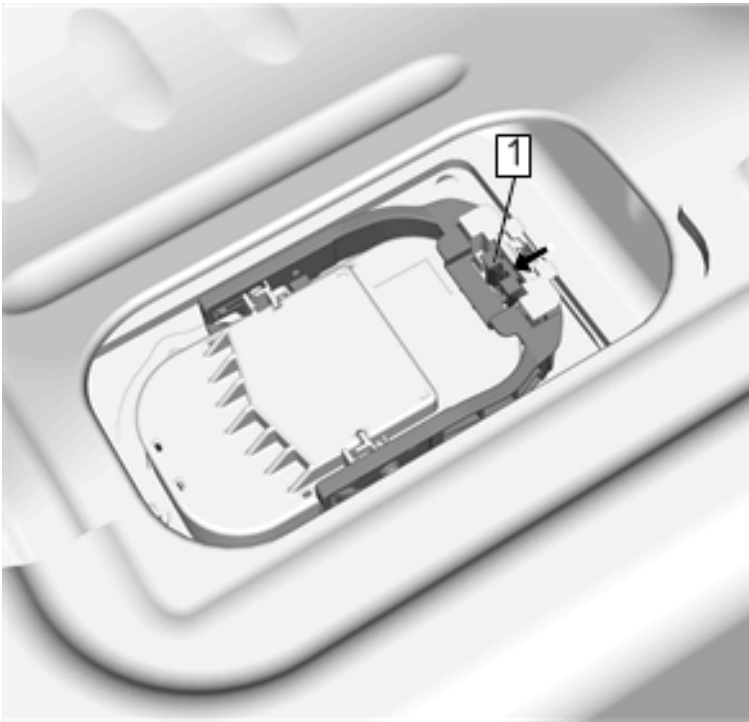
1. Disconnect the negative battery cable and wait 5 minutes. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
2. Remove the rear seat cushion. Refer to *Rear Seat Cushion Removal and Installation* in SI.



4564670

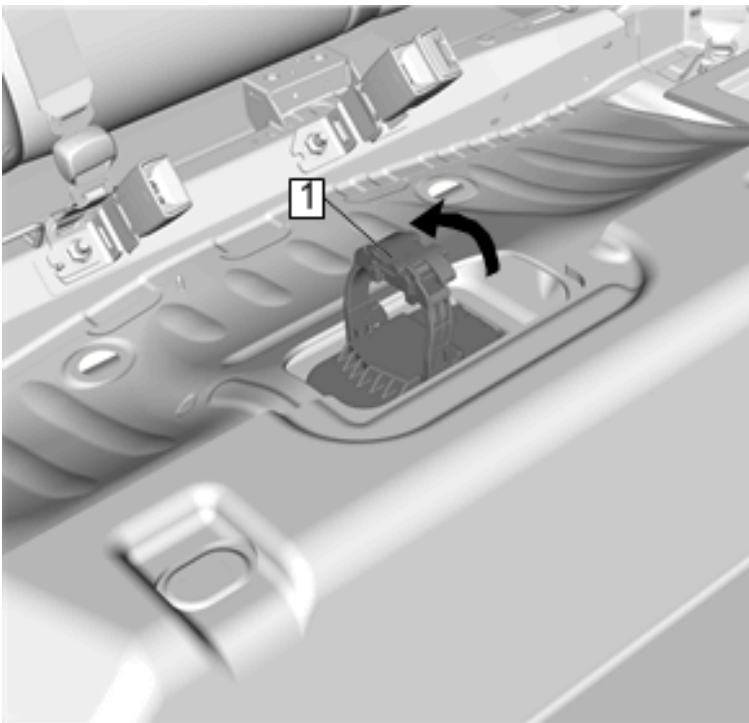
3. Lift the CPA lever (1).

Customer Satisfaction Program
N192278390 Manual Service Disconnect Fuse Open



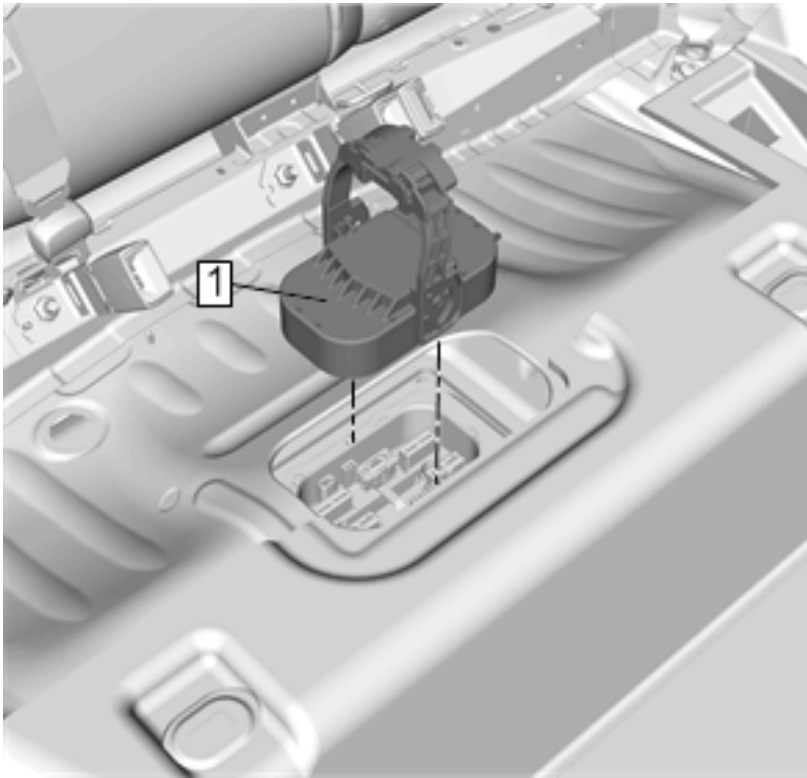
4564672

4. Push the lever button inward (1).



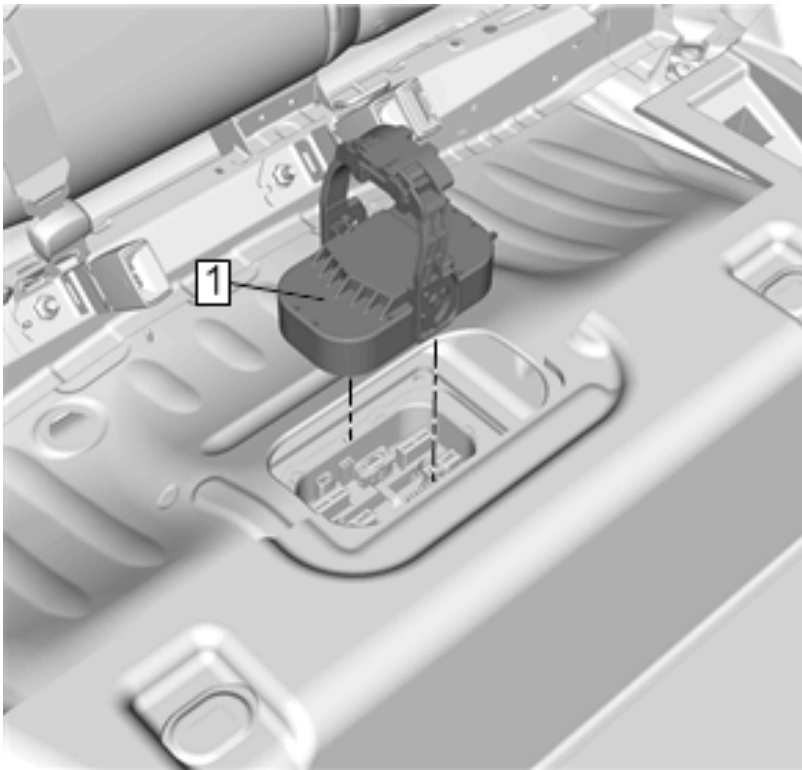
4564674

5. Lift the drive motor battery high voltage manual disconnect lever (1).



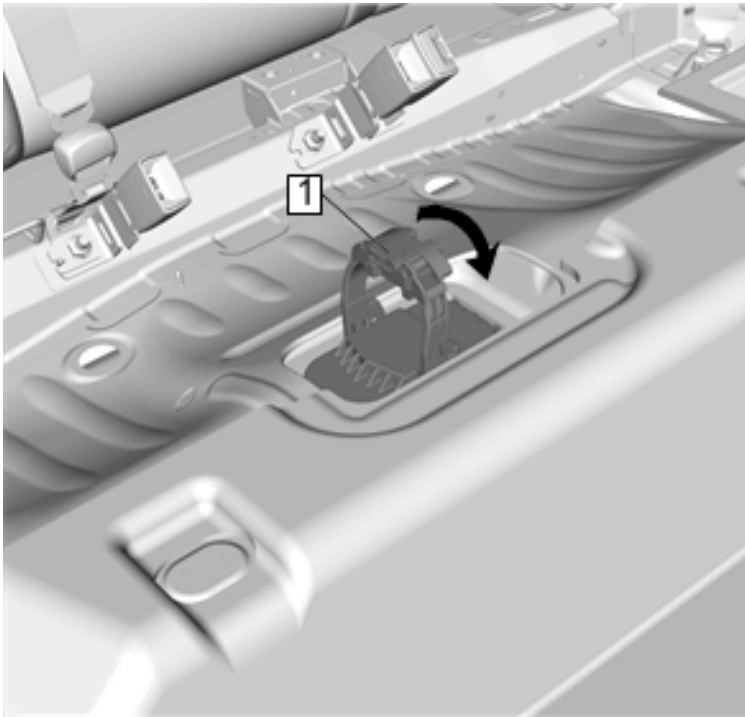
4564675

6. Remove the drive motor battery high voltage manual disconnect lever (1).



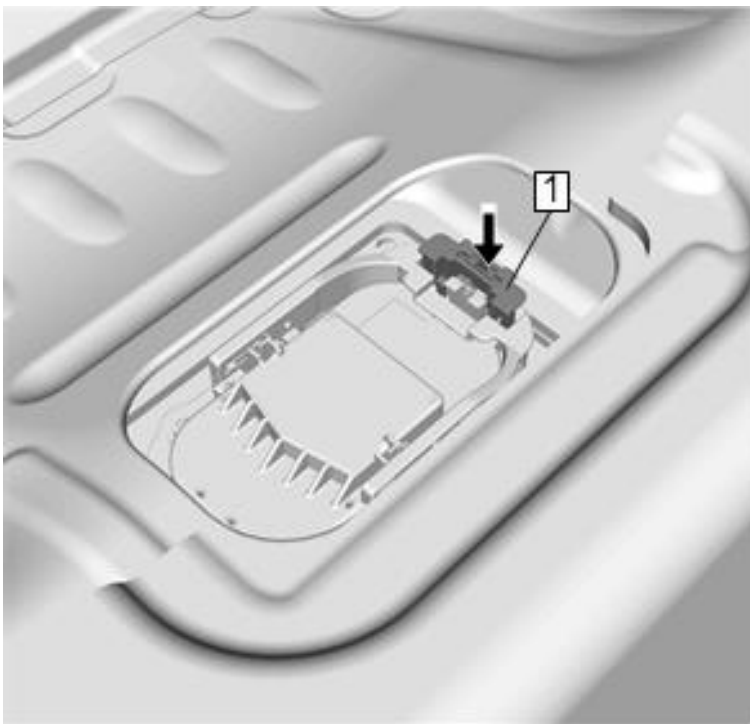
4564675

7. Install the drive motor battery high voltage manual disconnect lever (1).



4564677

8. Engage the drive motor battery high voltage manual disconnect lever (1).



4564676

9. Push and engage the lever CPA (1).

10. Reinstall the rear seat cushion. Refer to *Rear Seat Cushion Removal and Installation* in SI.

11. Reconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.

12. Clear any DTC information.

Customer Satisfaction Program

N192278390 Manual Service Disconnect Fuse Open



Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through August 31, 2022. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through August 31, 2022, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

Customer Satisfaction Program

N192278390 Manual Service Disconnect Fuse Open



August 2020

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2019 model year Chevrolet Bolt EV may have condition in which the manual service disconnect fuse opens at too low an amperage resulting in a check engine light turning on or the vehicle will not start or in rare cases a loss of propulsion.

Your satisfaction with your Bolt EV is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace the manual service disconnect fuse. This service will be performed for you at **no charge until August 31, 2022**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Bolt EV provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N192278390