



Service Bulletin


Bulletin No.: 21-NA-210

Date: August, 2023

INFORMATION

Subject: Information on A/C Evaporator Rubber Hose Cracking

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Bolt EV	2017	2023	—	—	—	—
	Bolt EUV	2022		—	—	—	—

Involved Region or Country	North America, Brazil, Middle East, GM Korea Company
Condition	 <p style="text-align: right; font-size: small;">5902726</p> <p>Some customers may comment about visible cracks on the outermost rubber layer of the air conditioning evaporator hose with no A/C performance concern, as shown in the picture above.</p>
Cause	This condition may be caused by exposure of the outermost layer of the hose to the outside environment (ozone).
Correction	Please communicate to the customer that the air conditioning evaporator hose is functioning as designed and this is a normal condition of their vehicle. Please share this information with the customer, including a copy of this bulletin.

Service Procedure

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.

No repairs should be attempted for this concern.

Version	2
Modified	Released September 16, 2021 Revised August 11, 2023 – Added the 2023 Model Year and the Important statement.

