

COMPENSATION PROGRAM FAQs:

Q: What is the amount of the reimbursement?

A: The amount that an eligible purchaser may receive will depend upon multiple factors, including model year and trim level. GM will provide make details available to each eligible owner.

Q: What vehicles are involved?

A: All U.S. customers who bought a Bolt EV/EUV in the 2022 calendar year are eligible. Customers who leased Bolt EV/EUV through GM Financial are ineligible for reimbursement.

Q: How do eligible owners receive their reimbursement?

A: Within the coming weeks, affected owners will receive a letter from Chevy explaining the reimbursement process.

Q: What should customers do in the meantime if they have any questions?

A: Customers are encouraged to contact the Chevrolet EV Concierge 1-833-EVCHEVY if they have any questions.

Q: What about customers in Canada?

A: Canadian Bolt EV/EUV owners do not qualify because General Motors Canada did not adjust the pricing for MY 2023 Bolt vehicles to be sold in Canada.

Q: How long will it take for me to be compensated?

A: Please allow up to 12 weeks from completion of the website process.

Q: Who should I contact to check the status of my compensation?

A: Please allow up to 12 weeks to receive compensation. After that timeframe, customers can contact the phone number listed in their confirmation email.

Q: I received the compensation letter, but my name or VIN are not correct. Who can I contact?

A: Contact the Chevrolet EV Concierge 1-833-EVCHEVY for assistance

WEBSITE FAQs:

Q: The website does not recognize my VIN or PIN.

A: Contact the Chevrolet EV Concierge 1-833-EVCHEVY for assistance.

Q: How would I know if my request for compensation was processed on the website?

A: A confirmation number is generated on the website once all of the necessary steps are completed. The page can be printed for your records. In addition, a confirmation email is sent almost immediately to the email address provided during the process.

Q: I am receiving an error on the website. Who can I contact?

A: Contact the Chevrolet EV Concierge 1-833-EVCHEVY for assistance.