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#PIE0600A: Engineering Information - Selective Battery Pack Replacement for Analysis - (Nov 30, 2020)

Subject: Engineering Information – Selective Battery Pack Replacement for Analysis

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 PIE 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.



This EI has been revised to update information for Steps 1, 2 and 3 and added Pick-Up and Drop-Off Reimbursement Process section. Please discard PIE0600.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Bolt EV	2017	2019	—	—	—	—

Involved Region or Country	North America
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. The purpose of this EI is for specific Bolt EVs that have been selected for an engineering investigation. The customers involved will be contacted proactively by GM to visit a Chevrolet Bolt EV certified dealer for a battery pack replacement under warranty.
Cause	GM is studying battery packs based on several factors, including OnStar® data sent from the vehicle.

Correction

If you have been contacted with the above concern, perform the following:

1. Verify that this **PIE0600A** appears in IVH for this particular vehicle's VIN#.
2. Contact GM Technical Assistance via DCM to start a case and reference this **PIE0600A** to pre-authorize the battery pack replacement.

Important: The high voltage battery pack should be replaced following SI procedures (Drive Motor Battery Replacement and Shipping Preparation). Use Service Bulletin 19-NA-194 for ordering the pack through the GM Battery Service Center.

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3. Contact this email address to arrange a pickup of the used battery pack: SCGMOps@xpo.com.

Note: When requesting the used battery pickup, please indicate in the email that the shipment should be shipped expedited by *Truckload* per bulletin PIE0600A. This service is provided at no cost to the dealer. Pay attention to the unique used battery return address provided in the sample Bill of Lading that comes in the new battery pack cocoon from the GM BSC. It should match this address below.

LG Electronics
1400 E 10 Mile Rd
Hazel Park, MI 48030

Pick-Up and Drop-Off Reimbursement Process

Warranty Repair Orders:

- Effective with job cards dated March 20, 2020 and after, GM is temporarily extending shuttle coverage (Warranty Administration Service Bulletin 07-00-89-037) to shuttle service of a customer's vehicle to and from the dealership.
- This applies to all New Vehicle Warranty, Policy and Field Actions EXCEPT Included Maintenance events.
- For dealerships providing this service to our customers, submit \$7.50 each way (\$15 max per job card) in the Net/Shuttle field.
 - The pickup and/or return of the customer's vehicle must be noted on the job card.
- For shuttles provided on field actions outside of our standard policy, wholesale authorization is not required via the Dealer Aftersales Empowerment portal.
- ZPTI and ZPTC part warranty claims continue to be ineligible for courtesy transportation.

Warranty Information

This operation is covered by the EV component warranty (V) for the vehicles involved.

Labor Operation	Description	Labor Time
5031030	Drive Motor Battery Replacement and Shipping Preparation	Use Published Labor Operation Time

Version	2
Modified	Released November 23, 2020 November 30, 2020 – Updated information for Steps 1, 2 and 3 and added Pick-Up and Drop-Off Reimbursement Process section.

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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