



Personal Information (Required)

Employee First Name [REDACTED]
Employee Last Name [REDACTED]
Employee Phone Number [REDACTED]
[REDACTED] [REDACTED]

Optional

Employee City Rochester Hills
Employee State MI
Employee Zip Code [REDACTED]

Vehicle Identification Number (VIN) [REDACTED]
Involved Dealership Bill Fox Chevrolet - Rochester Hills

Please provide a brief description of the problem

Looking for some help to get my 2017 Chevy Volt back from repair. The dealer has had it for 2.5 months now, and don't have any estimates of when I might get it back. They're waiting for a part, but I'm not sure it's even the correct part to solve the issue.

Problem started when the battery state of charge became "confused" and the car didn't know how much charge it had - it would fluctuate and bounce around until it finally set an array of DTC codes (U2603-2606, U0140, U2617-2624, U0131, U0078, P1E00, U0452...there may have been more, that's just the first page).

The dealer had initially replaced the Battery Control Module and handed me

back the keys. I did a few key cycles to test it, and the MIL light came back on. They now think it's the Relay Assembly-High Volt Battery Disconnect (GMPN 24286362)...but no one has this part, which is why I've been waiting for 2 months.

I'm looking for someone that might be able to check to see if we have these parts somewhere in the company/World. I'm hoping if we get them the part, they can attempt to change that and we can see again. Personally, I think it's the Hybrid/EV Powertrain Control Module 2 (GMPN 24283992), as that would explain the majority of the DTC codes. I'm afraid of getting the keys back from this ordeal to only discover, the part we waited so long for was not the answer.

So, looking for advice on:

-Where can I locate a 24286362? Is there anyone I should be talking to within GM? I should mention this is a "SPAC" case, but has not helped in expediting the process.

-Any feel on what might actually be the cause of these DTCs?

-What would my alternatives be if this extends a couple more months? The gasoline bill is mounting, so is personally costing me money (on top of leasing for a Volt Premier and not having it), not to mention costing GM money for a rental car for months...on top of all the grasping at straws diagnosis process (over \$1000 repair to GM already for the Battery Control Module, which was not the problem).

Is this a safety issue?

No