

[REDACTED]

**Subject:** FW: Volt VITM increase - SUFS/root cause?  
**Date:** Monday, March 14, 2022 1:43:33 PM

[REDACTED]

I can confirm it is [REDACTED] and any prior p/ns). Actually this has been chronic backorder issue. Unit sales have been over 3000 units for several years. See below DLR (dealer) unit sales:

[REDACTED]

Attached is root cause/quality detail from CCA Brand Quality (Lane and David).  
Keith

---

**From:** Lane Rezek <lane.rezek@gm.com>  
**Sent:** Monday, March 14, 2022 12:52 PM  
**To:** David Rainey <david.rainey@gm.com>; Donald Weaver <donald.b.weaver@gm.com>  
**Cc:** Steven Bruder <steve.c.bruder@gm.com>; Keith Loch <keith.a.loch@gm.com>  
**Subject:** FW: Volt VITM increase - SUFS/root cause?

Latest email regarding the Volt VITM. Thanks to Andrew Shoemaker for pulling this summary together.

---

**From:** Andrew Shoemaker <andrew.shoemaker@gm.com>  
**Sent:** Friday, March 11, 2022 10:42 AM  
**To:** Keith Lemley <keith.r.lemley@gm.com>; Norman Peralta <norman.peralta@gm.com>; Lane Rezek <lane.rezek@gm.com>  
**Cc:** Luciano Di Perna <luciano.di.perna@gm.com>; Paul Zayan <paul.zayan@gm.com>; Lisa Bartshe <lisa.bartshe@gm.com>; Joel Samuels <joel.r.samuels@gm.com>  
**Subject:** RE: Volt VITM increase - SUFS/root cause?

Keith,

Thanks for adding me. To address Norman's questions:

1. Is this something that should be reviewed via SUFS? (emerging issue):

This is not an emerging issue. There was a PRTS for this issue (closed in 2018) and we are simply seeing the resulting impact of the suspect bad parts (~19,000 in total). The PRTS was deemed "Severity: 1 - Potential Walk Home/No-build (Potential or Actual), Non Safety Compliance, Non Safety Regulatory"

2. Do we know the root cause of the increase (concern if same root cause applies to the 100k+ Bolt packs being replaced):

The causal component was identified as the On-Semi (supplier name) buffer IC, but On-Semi was unable to identify manufacturing quality issue in bad production lot 1536. The corrective action was to resource this component to NXP [REDACTED] will release new [REDACTED] using NXP Buffer/NAND Gate IC's. MY19 EREV Breakpoint on 27Jun18 [REDACTED] or [REDACTED] (3.6kW) and [REDACTED] on [REDACTED] 7.2kW). BIN# Breakpoint pending MVBs Bucket 3 builds at BBAP ~2Jul18.

I was recently investigating this again and was working with cost recovery on a potential case. There was a Volt D2 spill for the VITM (engineering name) or BECM (service name) under labor code: 5031010 - Battery Energy Control Module Replacement. I've attached the 5-phase for the issue. PRTS: [REDACTED]

[REDACTED]

Here is the summary I compiled on 15FEB2022:

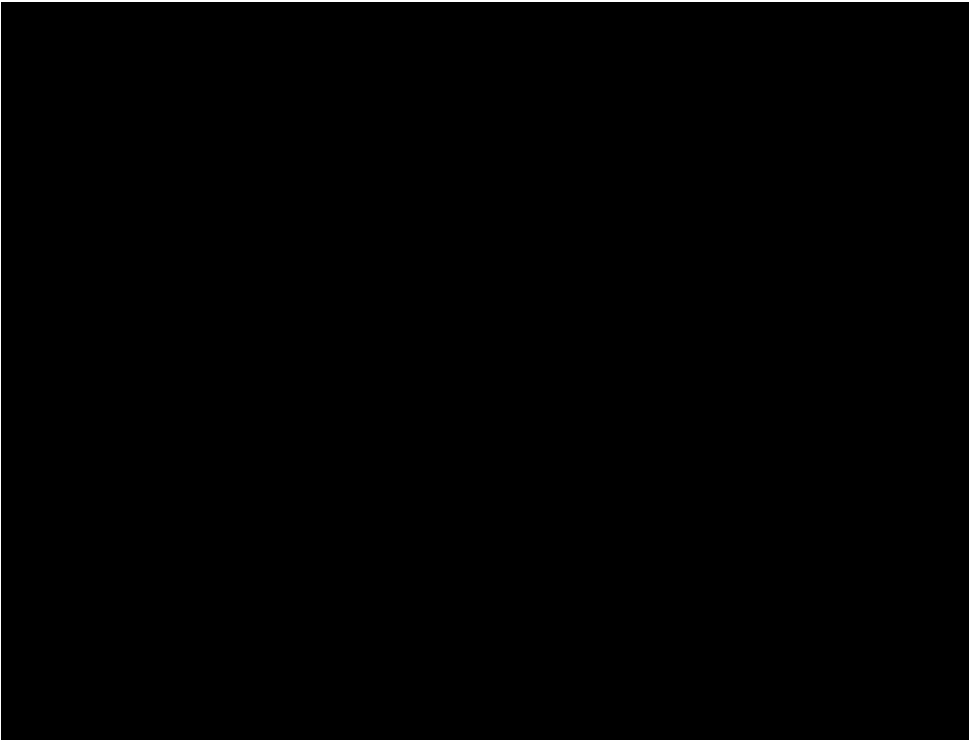
---

In total, there have been 13,454 VITM replacements for GMNA Volt D2. The majority of replacements are from VINs built in 2016. These had a known quality spill from a supplier called On-Semi.

Build Year	Claim Count
2015	906
2016	10961
2017	1301
2018	269
2019	17
<b>Grand Total</b>	<b>13454</b>

I was looking for more information on this and found that originally the suspect build window provided by LGE is around 19,000 units.

Here is the IPTV chart by MY:




You can see that the primary spill occurred between both MY16 and MY17.

---

Let me know if there is anything else I can provide. Thanks!

Andrew Shoemaker  
Electrification QRD Lead  
[andrew.shoemaker@gm.com](mailto:andrew.shoemaker@gm.com)



---

**From:** Keith Lemley <[keith.r.lemley@gm.com](mailto:keith.r.lemley@gm.com)>  
**Sent:** Friday, March 11, 2022 10:04 AM  
**To:** Norman Peralta <[norman.peralta@gm.com](mailto:norman.peralta@gm.com)>; Lane Rezek <[lane.rezek@gm.com](mailto:lane.rezek@gm.com)>; Andrew Shoemaker <[andrew.shoemaker@gm.com](mailto:andrew.shoemaker@gm.com)>  
**Cc:** Luciano Di Perna <[luciano.di.perna@gm.com](mailto:luciano.di.perna@gm.com)>; Paul Zayan <[paul.zayan@gm.com](mailto:paul.zayan@gm.com)>; Lisa Bartshe <[lisa.bartshe@gm.com](mailto:lisa.bartshe@gm.com)>  
**Subject:** RE: Volt VITM increase - SUFS/root cause?

Hi Norm,

I am not sure about the similarities between the VITMs on the Bolt and Volt, and I do not track the Volt warranty. But the QRD still might.

Andrew, are you still tracking the Volt VITMs? And what labor op is used for the Volt VITM? It's not the same at the Bolt, cause that QDAP report returned nothing. I'll run an analysis if you need me to.

Norman has some questions on backordered Volt VITMs.

Thanks,  
Keith

---

**From:** Norman Peralta <[norman.peralta@gm.com](mailto:norman.peralta@gm.com)>  
**Sent:** Friday, March 11, 2022 8:55 AM  
**To:** Lane Rezek <[lane.rezek@gm.com](mailto:lane.rezek@gm.com)>; Keith Lemley <[keith.r.lemley@gm.com](mailto:keith.r.lemley@gm.com)>  
**Cc:** Luciano Di Perna <[luciano.di.perna@gm.com](mailto:luciano.di.perna@gm.com)>; Paul Zayan <[paul.zayan@gm.com](mailto:paul.zayan@gm.com)>; Lisa Bartshe <[lisa.bartshe@gm.com](mailto:lisa.bartshe@gm.com)>  
**Subject:** Volt VITM increase - SUFS/root cause?

Hi Lane and Keith,

In our Bolt recall activities, we are managing a significant constraint on VITMs that has the potential to pace Orion production and recall pack availability (Bolt). Our understanding is that the Bolt and Volt VITMs are the same/similar. We noticed an increase recently in back-ordered VITMS for the Volt.

1. Is this something that should be reviewed via SUFS? (emerging issue)
2. Do we know the root cause of the increase (concern if same root cause applies to the 100k+ Bolt packs being replaced)

Thanks,  
Norman

