

Part 573 Safety Recall Report

23E-065

Manufacturer Name : General Motors, LLC

Submission Date : SEP 15, 2023

NHTSA Recall No. : 23E-065

Manufacturer Recall No. : N232407300



Manufacturer Information :

Manufacturer Name : General Motors, LLC

Address : 29427 Louis Chevrolet Road
MAIL CODE 480-210-2V WARREN MI
48093

Company phone : 586-596-1733

Population :

Number of potentially involved : 9,423

Estimated percentage with defect : 3 %

Equipment Information :

Brand / Trade 1 : Webasto

Model : Portable Charging Cordset (Gen 3)

Part No. : 24044913

Size : NR

Function : NR

Descriptive Information : Suspect part serial numbers and GM manufacturing records were used to identify the population.

Vehicles manufactured outside of GM's potentially affected production period are not included in this recall. Only certain Chevrolet Bolt EUV models are affected by this recall.

Production Dates : MAY 14, 2022 - MAY 16, 2022

Description of Defect :

Description of the Defect : General Motors has decided that a defect which relates to motor vehicle safety may exist in certain Webasto high-voltage portable charging cords provided with certain 2022 – 2023 model year Chevrolet Bolt EUV vehicles. These charging cords contain incorrect software and may fail to discontinue charging if the ground connection is lost.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Someone charging the vehicle with the portable charging cord may be exposed to an unprotected high voltage if the cordset loses its ground connection while in use, increasing the risk of a very brief electrical shock, which increases the risk of injury.

Description of the Cause : The supplier built these cord assemblies with software that is not properly calibrated to the hardware version.

Identification of Any Warning NR
that can Occur :

Involved Components :

Component Name : MODULE ASM-DRV MOT BATT CHARGER

Component Description : Portable Charging Cordset

Component Part Number : 24044913

Supplier Identification :

Component Manufacturer

Name : Webasto Charging Systems, Inc.

Address : 1333 S Mayflower Ave

Unit 100 Monrovia California 91016

Country : United States

Chronology :

On March 8, 2023, during a supplier plant audit, GM's quality engineer discovered an incorrect hardware / software combination being used to produce portable charging cords for the Chevrolet Bolt EUV. Following a review of the issue on April 18, 2023, the issue was reported to GM's Speak Up For Safety (SUFS) program. GM opened a product investigation on May 9, 2023.

GM's investigation determined that the mismatch between software and hardware in the suspect charging cords may, under certain circumstances, not allow the software to sufficiently interpret information from monitored circuitry. This could result in failure of the cord assembly's internal processor to properly detect a ground loss and, in response, fail to halt further charging quickly enough to prevent shock. Testing conducted between August 10 and August 18, 2023, concluded that under certain ground loss conditions, at high ambient temperatures, these units may not correctly interrupt charging. In such limited circumstances, a user could experience a small electric shock for 1/40th of a second.

GM's investigator obtained 374 specific serial numbers for affected parts from GM's supplier and traced these to GM's production period when vehicles may have been shipped with suspect parts. GM produced 10,825 potentially affected vehicles during this period of which 9,423 are in the US. GM is not aware of any field incidents related to this condition.

On August 24, 2023, GM's Safety and Field Action Decision Authority decided to conduct an equipment safety recall.

Description of Remedy :

Description of Remedy Program : Dealers will inspect the portable charging cord and replace if necessary. Pursuant to 49 C.F.R. § 573.13(d) (1), all covered vehicles are under warranty, so reimbursement is not offered.

How Remedy Component Differs from Recalled Component : The remedy component was produced with a compatible software / hardware combination.

Identify How/When Recall Condition was Corrected in Production : Vehicles built after September 22, 2022 were provided portable charging cords with updated software, compatible with the hardware.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified on August 31, 2023. Interim owner notification is expected to mail September 25, 2023. Owner notification of an available remedy is estimated to begin on November 20, 2023, 2023.

Planned Dealer Notification Date : AUG 31, 2023 - AUG 31, 2023

Planned Owner Notification Date : NOV 20, 2023 - NOV 20, 2023

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR

Address : NR

NR

Country : NR

Company Phone : NR

* NR - Not Reported