



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Delayed Rate and Departure Time Charge Mode Software Anomaly

MODELS: 2013 Chevrolet Volt

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THIS PROGRAM IS IN EFFECT UNTIL OCTOBER 31, 2014.
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CONDITION

Certain 2013 model year Chevrolet Volt vehicles can be affected by incorrect calendar date information sent through the telematics systems. If a significantly incorrect date is received (for example, 00/00/0000), and the vehicle is in the "delayed rate and departure time" charging mode, the Hybrid Powertrain Control Module (HPCM2) may reset and open the propulsion power relays. As a result, we have received a few reports from owners that their electric motor has temporarily stopped working due to this software anomaly when their vehicle is in the delayed time and rate charge mode.

CORRECTION

Dealers are to reprogram the HPCM2 to make the software robust against incorrect calendar date information. Customers are being advised to change the vehicle's charging preference to the Immediate or Delayed Departure mode until the reprogramming can be performed. This will prevent the condition from occurring.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or

sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PART INFORMATION

No parts are required for this program.

SERVICE PROCEDURE

Note:

- If the ECU is not properly configured with the correct calibration software, the ECU will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or ECU damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install the EL-49642 SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Note: The following settings will reset during the programming event. Record the information for these settings BEFORE completing the programming event. Access to these settings is through the Configuration Menu.

- Charge Chord Theft Alert Setting
- Engine Assisted Heating (plugged in) Setting
- Engine On Due to Temperature Setting

Reprogram ECU

1. To program a replacement or an existing ECU, perform the following procedure:
2. Install *EL-49642* SPS programming support tool.
3. Access the Service Programming System (SPS) and follow the on-screen instructions.

Note: Do not perform module setup after completing the programming event.

4. On the SPS Supported Controllers screen, select Hybrid Powertrain Control Module 2 - Programming and follow the on-screen instructions.
5. At the end of programming, choose the "Clear All DTCs"

Unsuccessful Programming Recovery

In the event of an interrupted or unsuccessful programming event, perform the following steps:

1. DO NOT turn the Vehicle OFF. Ensure that all ECU, DLC and programming tool connections are secure and the TIS terminal operating software is up to date.
2. Attempt to reprogram the ECU.
3. If the ECU can still not be programmed, turn the Vehicle OFF for at least one minute.
4. Turn the Vehicle in Service Mode and attempt to reprogram the ECU. The ECU should program.
5. If the ECU still cannot be programmed, replace the ECU.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time
V2659	Reprogram HPCM2	0.4

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through October 31, 2014.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through October 31, 2014, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



October 2012

Dear Chevrolet Customer:

Certain 2013 model year Chevrolet Volt vehicles can be affected by incorrect calendar date information sent through the telematics systems. If a significantly incorrect date is received (for example, 00/00/0000), and the vehicle is in the "delayed rate and departure time" charging mode, the Hybrid Powertrain Control Module (HPCM2) may reset and open the propulsion power relays. As a result, we have received a few reports from owners that their electric motor has temporarily stopped working due to this software anomaly when their vehicle is in the delayed time and rate charge mode.

Your satisfaction with your 2013 model year Chevrolet Volt is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your Chevrolet dealer will reprogram the HPCM2 to make the software robust against incorrect calendar date information. This service will be performed for you at **no charge until October 31, 2014**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. Until the reprogramming can be performed, please change your vehicle's charging preference to the Immediate or Delayed Departure mode to prevent this condition from occurring.

If you have any questions that your dealer is unable to answer, please contact your Volt Advisor. The contact information is 877-4-VOLT-INFO (877-486-5846) or Voltfda101@gmexpert.com.

Courtesy Transportation: If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on Courtesy Transportation.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Volt provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services

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