



Service Bulletin

PRELIMINARY INFORMATION

Subject: T18 Battery Charge Module (OBCM) Part Restriction

Models: 2011-2014 Chevrolet Volt
2014 ELR

This PI was superseded to update model years and parts info. Please discard PIP4845C.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

As part of our ongoing quality improvement process, effective November 1st, 2010 the T18 Battery Charger, also known as the OBCM part number 22799689, and 24265980 is being placed on restriction through the GM TAC (Technical Assistance Center).

Note: If the part is being ordered for a non warrantable concern (i.e. collision, theft, fire, etc.) proceed directly to step 12 below (Valid VIN and proof of ownership required).

Recommendation/Instructions

1. Please have a certified Volt technician follow the procedures below prior to contacting TAC.
Important: Do NOT erase DTCs in any of the modules (especially on intermittent concerns) and do NOT attempt to reprogram software!
2. Please complete the customer questions below with as much information as possible and as accurately as possible so that it can be e-mailed to TAC.
3. Check and record all diagnostic codes in all modules on the vehicle.
4. Be sure to record what module the DTC came from and any symptom codes associated with the DTCs (see latest version of bulletin 10-07-30-002A for snapshot information).
5. Please save the DTC captured data for later use.
6. Description of the concern (both customer and technician)
7. Charging at 110V vs. 240V
8. OEM cordset or wallstation or aftermarket equipment? (If aftermarket supplier make and model number)
9. Location (residential or public charge station, generator, other)?
10. HPCM 2 and OBCM software level
11. Once the above information has been obtained, please review all P.I and TSB information and all available S.I. diagnostics.
12. If diagnostics lead to OBCM replacement, contact TAC @ 877-446-8227 (U.S.) or in Canada 1-800-263-7740 (English) or 1-800-263-7960 (French) to review case details. Please have as much stored DTC and snapshot information as possible prior to contacting TAC.
13. After reviewing the diagnosis, if component replacement is needed, TAC will arrange for ordering of the new component and request that it be shipped overnight.

Note: After reviewing the diagnosis, if component replacement is needed, GM TAC will arrange for ordering of the part(s). When this occurs, record the last 9 digits of the TAC case # to be used by the parts department (in conjunction with the part #) as the CONTROL NUMBER to track shipment of the part. It is not necessary to call TAC for part tracking information.

Note: Please review SI for proper component replacement and calibration or set up procedures.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION