



Service Bulletin

PRELIMINARY INFORMATION

Subject: (BEV, EREV) Charge Incomplete Charge Interrupted And MIL, With DTCs P0D3E P1E00

Models: 2011-2013 Chevrolet Volt

2014 Chevrolet Spark EV

This PI was superseded to update recommendations field. Please discard PIC5803A.

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

Condition/Concern

Some customers may comment that their vehicle did not fully complete a charge or that charging was interrupted. Customers may also comment that a MIL is illuminated. Technicians may find DTCs P1E00 set in the ECM and P0D3E set in the HPCM2.

Recommendation/Instructions

Ask the customer if the vehicle was charged with 120v or 240v charging prior to the MIL illumination. Also ask whether the coupler was plugged and unplugged from the vehicle within one second, commonly known as “double pumping,” to initiate an immediate charge.

If the condition occurred on a 120V charge cord, the DTC could be caused by either an interruption or loss of voltage to the EVSE (cord set) i.e. open circuit, black out, brown out or a concern with the EVSE itself and is not a vehicle level concern. Attempt to charge with the customer’s 120V EVSE. If the EVSE tests okay, make sure the customer has the home outlet and circuit tested by a certified electrician. Also, ask the customer if there were any power interruptions prior to attempting any vehicle repairs. If there were, clear the DTCs and release the vehicle.

If the condition occurred on a 240V EVSE and was not the result of a power interruption, this may be due to an interaction between the 240V charge station and the vehicle. This most commonly happens during delayed Time of Day charging. Do not replace the Battery Charger Control Module for this issue at this time.

Please ask the customer for the make and model of the charge station being used when the event occurred. Create a new case with Technical Assistance to log the charge station model, then clear the DTC and release the vehicle. Engineering is currently investigating the concern. Inform the customer they have three choices at this time: 1) accept the occasional no-charge (Volt only) until the condition can be corrected 2) use the Immediate Charge option to make sure the vehicle charges before walking away 3) charge with the 120V cord set instead. They will be contacted if a solution becomes available. The customer can contact OnStar and ask for a diagnostic check. If OnStar reports P0D3E and P1E00 as the codes, the MIL will extinguish after 3 complete charge cycles and the vehicle does not need to be serviced.

If the condition occurred as a result of “double pumping”, please create a new case with Technical Assistance to log the charge station model used by the customer. Then, clear the DTC and release the vehicle. Engineering is currently investigating the concern.

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
N9999	Electrical Controls — Labor Only Erase DTC	0.2

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.



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