



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** (EREV) Charge Cord Restriction

**Models:** 2013 Chevrolet Volt

*This PI was superseded to update parts information. Please discard PIP5055B.*

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 efforts, the Charge Cord Assembly part number: 23145307 will be placed on restriction through the PQC to assist Engineering with product feedback. Your cooperation with this program is greatly appreciated. Prior to contacting the PQC please fill out the information listed below as accurately as possible.

### Recommendation/Instructions

Customers concern:

List the charge cord service number from the label on the back of the cord set:

Is the charge cord being requested for customer pay (i.e. collision, theft, damage, extra etc.)? (Y/N)

If the charge cord is not being requested for customer pay, continue with template.

Verify the customer's 120 volt charge cord is inoperative by plugging it into the dealership's dedicated GFI protected outlet and attempting to charge the vehicle' (Y/N) (If no, dealer needs to verify the concern and contact TAC if necessary.)

Do any lights on the cord set illuminate? (Y/N)

Does the charge cord have a concern of the bottom RED light flashing?

If Yes note the number of flashes.

If bottom LED is solid red, verify the dealer has plugged charge cord into the dealership's dedicated GFI protected outlet.

If the charge cord has been found to be inoperative, what LED indicators are lit? (Example: Upper indicator green and Lower flashing red.)

What amperage does the customer charge at, 8 or 12?

List any DTC(s) and modules that contain the DTC(s): (Refer to latest version of bulletin 10-07-30-002A for session log information.)

Was the DTC data saved? (Y/N)

Has charging been attempted with a 120 volt charge cord set from a known good vehicle (if available)? (Y/N)

Has charging been attempted with a 240 volt charger (Y/N)

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.

