



Service Bulletin

PRELIMINARY INFORMATION

Subject: Engine No Crank/No Start Due to Discharged 12V Battery

Models: 2011-2012 Chevrolet Volt

Condition/Concern

Some customers may comment that the vehicle will not crank or start because the 12V battery is drained or dead.

Recommendation/Instructions

If a vehicle that exhibits the above customer concern is found, please complete the following steps to help isolate the root cause of the 12V battery drain.

Tip: The above condition may be caused by powering off the vehicle while not in PARK or without the key fob detected in the vehicle.

1. Verify that the plastic shifter lever is properly seated on the shifter shaft and cannot be removed by pulling up. If this occurs, a message will appear on the DIC that states "Shift To Park" or "No Remote Detected, Press Brake to Restart."
2. Perform a GR8 test to ensure the 12V battery is operating correctly. Is there a threshold we want to authorize a battery replacement to start with a good baseline?
3. Check GDS2 for charging history. Module Diagnostic -> Hybrid Powertrain Control Module 2 -> Data Display -> Charge History.
4. Inspect the backing of the drive motor battery charger receptacle for signs of cracking/water intrusion. This could cause the charge station signal to become corrupt, thus causing a loss of charge.
 - 4.1. Remove the left front tire/wheel assembly.
 - 4.2. Partially remove the left front wheelhouse rear liner.
 - 4.3. Release the lower tab to the charge port housing.
 - 4.4. Remove the charge port housing. Not necessary to disconnect the door actuator cable or the door ajar switch electrical connector.
 - 4.5. Remove the 4 fasteners and the drive motor battery charger receptacle. DO NOT disconnect the electrical connector.
5. Check that the positive cable nut and the body harness terminal nuts (Qty: 3) at the rear fuse block are properly tightened.
6. Check that the underhood 12V jump-start post nut is properly tightened.
7. If the above steps do not isolate a root cause, a field fix is currently being developed in the way of a software update to help resolve cell phone communication issues and should be coming out in the very near future.
8. Check to see if any hybrid or powertrain control module software updates are needed. If so, update and submit the warranty claim appropriately.

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

4080248*	Engine No Crank/No Start Due to Dead Battery	0.6 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		

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