



Service Bulletin

PRELIMINARY INFORMATION

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

Models: 2011-2013 Chevrolet Volt

Attention: Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in GWM/IVH. If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. **THIS IS NOT A RECALL** – refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information PIs.

This PI has been revised to include the 2011 model year and update the Instructions. Please discard PIE0149F.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this PI.

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

Cause

GM Engineering is attempting to determine the root cause of the dead 12V battery concern. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to “root cause” the customer's concern and develop/validate a field fix.

Instructions

Important: DO NOT disconnect the 12V battery prior to making contact with the engineer.

If a vehicle that exhibits the above customer concern is found, please complete the following steps prior to contacting the engineer listed below. DO NOT disassemble/repair or replace any parts other than those instructed below prior to calling.

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. How many confirmed times has this occurred to the customer? Often, a no-start is confused with a dead 12V battery. Check with the customer if the vehicle was left in Accessory mode.
2. 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.”
3. How long did the vehicle sit prior to the dead 12V battery?
4. Delete all bluetooth devices (for 2011 and 2012) and ask the customer to re-pair the devices.
5. Press the Blue OnStar® Button and ask to perform a remote diagnostic to make sure that the vehicle to OnStar connection is healthy. No action is required other than to verify that they can pull DTCs. Please note if the account is not set up or OnStar cannot pull DTCs.
6. Confirm with the customer if the vehicle was plugged into the wall when the 12V battery was drained.
7. Collect the brand name charger/model number/and charge level (120V vs. 240V).
8. Did the customer notice a long amber Charge Indication Lamp while using that cordset or any interruption/abnormal charges in the past month with this charger?
9. Perform a GR8 test to ensure the 12V battery is operating correctly.
10. What was the charge level of the HV Battery when the vehicle came in? Was it driven or towed in?

11. Check GDS2 for charging history. Module Diagnostic -> Hybrid Powertrain Control Module 2 -> Data Display -> Charge History.
 - Verify if charging was set at 120V or 240V.
 - Note if there are indications of Charging Cord Error, Full Charge, Low-Voltage Battery Voltage Low Before Charge, Low-Voltage Battery Voltage Low During Charge, Multiple Plug-In Events Within 30 Seconds, Multiple Plug-In Events Within 5 Minutes, Time of Day Inhibit, Unplugged at Wall, Utility Company Inhibit, Vehicle Conditions Not Correct
 - Email the session log to Mick.E.Dowd@gm.com
12. 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.
 - 12.1. Remove the left front tire/wheel assembly.
 - 12.2. Partially remove the left front wheelhouse rear liner.
 - 12.3. Release the lower tab to the charge port housing.
 - 12.4. Remove the charge port housing. Not necessary to disconnect the door actuator cable or the door ajar switch electrical connector.
 - 12.5. Remove the 4 fasteners and the drive motor battery charger receptacle. DO NOT disconnect the electrical connector.
13. Check that the positive cable nut and the body harness terminal nuts (Qty: 3) at the rear fuse block are properly tightened.
14. Check that the underhood 12V jump-start post nut is properly tightened.

Contact Information

Engineer Name	Phone Number
Mick Dowd	(248) 804-0398

If the engineer is unable to take your call, please leave the information listed below in a message.

- Technician name
- Dealer name and phone number
- Complete VIN

On the repair order, document the date and time the call was placed (even if the engineer was not reached).
 If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
J7740*	Engineering Information – Engine No Crank/No Start Due to Dead Battery	0.8 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		

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.

