



Service Bulletin

File in Section: -

Bulletin No.: PI1381

Date: December, 2014

PRELIMINARY INFORMATION

Subject: (HYBRID) eAssist Red Battery Light and Possible Engine Stall Due to Lack of 12V Battery Charge with P0562

Models: 2012-2015 Buick LaCrosse, Regal
2013-2014 Chevrolet Malibu
2014 Chevrolet Impala
Equipped with Hybrid Propulsion (RPO HP6)
Built Prior to October 9, 2014 (Fairfax) or October 27, 2014 (Oshawa)

Attention: This PI also applies to the above models that may be China and Korea Export vehicles.
Condition/Concern

Some customers may comment on one of the following conditions:

- Vehicle will not charge.
- Vehicle will not start or had to jump start.
- Vehicle stalled.

These comments are accompanied with multiple warning indicators including a Battery Lamp and Service Charging System message with P0562.

This may be caused by lack of 12V charge. This can occur due to a weak 12V battery and/or these customer actions:

- Customer has a low 12V battery (less than 10V) and keys turned to the Run position for greater than 5 seconds before starting engine.
- Customer drained battery (less than 10V) by sitting with the key turned to the Run position with 12V loads prior to starting engine.

Recommendation/Instructions

Important: Do not replace the starter generator control module (SGCM) for this concern.

Important: If the vehicle build date is after December 15, 2011 and the voltage level dropped to a predetermined level (below approximately 9V), use GDS2 to command the battery pack cooling fan on to make sure it operates. If the battery pack cooling fan is inoperative when making the command, replace the battery pack cooling fan. If the vehicle build date is on or before December 15, 2011, follow published diagnostics.

An update to the hybrid powertrain control module (HPCM) calibration is now available using TIS2WEB.

This calibration will eliminate the no charge concern related to the conditions listed above.

Reprogram the generator control module. Refer to Generator Control Module Programming and Setup in SI.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2810025	Generator Control Module Reprogramming with SPS	Used Published Labor Operation Time