



SB-1004301 1-7154

File in Section: -

Bulletin No.: PIC5380B

Date: November, 2011

Service Bulletin

PRELIMINARY INFORMATION

Subject: (EREV) Hybrid Powertrain Control Module 2 (HPCM 2) Part Restriction

Models: 2011 - 2012 Chevrolet Volt

This PI was superseded to update recommended field. Please discard PIC5380A.

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 process effective November 1st, 2010, the Hybrid Powertrain Control Module 2, also known as the HPCM 2, for the Chevrolet Volt part number 20882022 and 22762258 are being placed on restriction through GM TAC (Technical Assistance Center).

Note: If the part is being ordered for a non warrantable concern (i.e. collision, theft, fire...etc) proceed directly to step 6 below (Valid VIN and proof of ownership required).

Recommendation/Instructions:

1. Please have a certified Volt technician follow the procedures below prior to contacting TAC.

Important: Note: Do NOT erase DTCs in any of the modules (Especially on intermittent concerns) and do NOT attempt to reprogram software!

2. Check and record all diagnostic codes in all modules on the vehicle.
3. Be sure to record what module the DTC came from and any symptom codes associated with the DTCs (see latest version of bulletin 10-07-30-002A for snapshot information).
4. Please save the DTC captured data for later use.
5. Once the above information has been obtained, please review all PI and TSB information and all available SI diagnostics.
6. If diagnostics lead to HPCM 2 replacement, contact TAC @ 877-446-8227 (U.S.) or in Canada 1-800-263-7740 (English) or 1-800-263-7960 (French) to review case details. Please have as much stored DTC and snapshot information as possible prior to contacting TAC.
7. After reviewing the diagnosis, if component replacement is needed, TAC will arrange for ordering of the new component and request that it be shipped overnight.

Note: After reviewing the diagnosis, if component replacement is needed, GM TAC will arrange for ordering of the part(s). When this occurs, record the last 9 digits of the TAC case # to be used by the parts department (in conjunction with the part #) as the CONTROL NUMBER to track shipment of the part. It is not necessary to call TAC for part tracking information.

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.