



# Service Bulletin

File in Section: -

Bulletin No.: PIP4843F

Date: December, 2014

## PRELIMINARY INFORMATION

**Subject:** (EREV) Drive Motor Generator Control Module (PIM) Part Restriction

**Models:** 2011-2015 Chevrolet Volt  
2014-2015 Cadillac ELR

**This PI was superseded to update Model Years. Please discard PIP4843E.**

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 (Drive Motor Generator Control Module, also known as PIM) for the EREV, part number 24266807 is being placed on restriction through the 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 5 below (Valid VIN and proof of ownership required).

**Important:** When replacing TPIM it will be necessary to order seal kit part number 24258145

### Recommendation/Instructions

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

**Important:** Do NOT erase DTC's in any of the modules (Especially on intermittent concerns.) and do NOT attempt to reprogram software!

2. Please complete the customer questionnaire at the bottom of this document with as much information as possible and as accurately as possible so that it can be e-mailed to TAC.
3. Check and record all diagnostic codes in all modules on the vehicle.
4. Be sure to record what module the DTC came from and any symptom codes associated with the DTCs (see latest version of bulletin 07-07-30-010A for snapshot information).
5. If DTC's are set in any of the modules below, please save the captured data for later use.
  - Engine Control Module
  - Hybrid Control Module
  - Hybrid Control Module 2
  - Motor Control Module 1 & 2
  - Transmission Control Module
  - Auxiliary Transmission Fluid Pump Control Module.
6. Once the above information has been obtained, please review all P.I and TSB information and all available S.I. diagnostics.
7. If diagnostics lead to PIM 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.
8. 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 Goodwrench 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.

## Driving Condition Customer Questionnaire:

Please have the customer answer as many questions below and as accurately as possible. What was the weather like during the event? (Circle)

Sunny, Rain, Snow, Overcast

What was the temperature outside at the time of the event?

Below 0F-32F (-17C-0C) 32-60F (0C-15C) Above 60F (15C) Exact if possible \_\_\_\_\_

Were there any sounds at the time of concern? Y/N

If yes what type?

Were there any odors at the time of concern? Y/N

If yes what type and from what area of the vehicle?

What were the driving conditions during the concern?

Highway

City

Combination

Estimate driving distance from starting point until the concern occurred.

Mileage \_\_\_ Kilometers \_\_\_

AND

Had the vehicle been driven from a cold start or had the vehicle already been driven and warm when the concern occurred.

What type of event was this?

Shutdown while driving, No go from initial start, No Go after driven?

If the event is a shutdown Please answer the following questions.

Was the engine running when the event occurred?

What type of road were you driving on when the event happened? (Circle one)

Paved, Gravel, Mud, Other \_\_\_\_\_

Were you accelerating or decelerating at the time? How aggressive was this?

How long has it been since the vehicle was previously driven? (Circle one)

<1 hour 2-5 hours 5-8 hours >8 hours

Approximately what temperature was the vehicle stored at prior to this drive cycle? (Circle one)

Below 0F-32F (-17C-0C) 32-60F (0C-15C) Above 60F (15C) Exact if possible \_\_\_\_\_

What gear were you in when the event occurred? (Circle one)

Park, Reverse, Neutral, Drive, Manual Shifting

How fast were you going when the event occurred? (Circle one)

Stopped 0-10 mph (0-16kph) 10-30mph (16-48kph) 30-50mph (48-80kph) above 50mph (80kph)

If the event is a no crank

What % of driving is highway?

What % of driving is city?

Does the vehicle sit for extended periods of time? If so, record number of days.

## Parts Information

Model Year	Part Number	Description	Qty
2011-2015	24266807	T6 Power Inverter Module	1
2011-2015	24258145	Seal Kit	1

## Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
5010240	Drive Motor Generator Power Inverter Module Replacement	Use Published Labor Operation Time

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.