



Service Bulletin

PRELIMINARY INFORMATION

Subject: Unable To Complete Software Update On The EL-50332 EV Battery Service Tool

Models: 2011-2016 Chevrolet Volt

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some GM dealer may receive a new updated 4 GB USB drive that is used to update the software on the EL-50332 EV Battery Service Tool. The update includes new software for the 2016 Volt for programming, depowering, and section balancing of the battery pack.

Some technicians may experience an USB drive error when trying to update the machine. The concern will most likely happen half way through the system update. The concern may be caused by corrupted software on the USB drive.

Recommendation/Instructions

If you experience this concern, update the software using the latest software available on the GM Dealer Equipment Website.

U.S. Dealers

GM Dealer Equipment Website Access

This site can be accessed through GM Global Connect, Service Workbench, "GM Essential Tools - Software Updates." Follow the on-line instructions for updating the GR8.

Important: To access downloads on this website you must first register and establish a user name and password. A link is provided below the sign-in area to "Apply for Access." Contact GMDE at 1-800-GM-TOOLS if assistance is needed.

For your convenience, here is the direct link to the GMDE software update Webpage: <http://www.gmdesolutions.com/downloads>

Canadian Dealers

Dealer Equipment & Services (DES) Canada Website Access

This site can be accessed through GM Global Connect, Service Library, Tools and Processes and Equipment and then select "Dealer Equipment & Services (DES) Canada."

Important: To access downloads on this website, you must first register and establish a user name and password. A link is provided at bottom of page to "Create an account" or Contact DES at 1-866-868-3372 if assistance is needed.

For your convenience, here is the direct link to the DES Canada website where you can select the software update page: <http://www.des-canada.ca>.

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.

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.



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