



Service Bulletin

PRELIMINARY INFORMATION

Subject: Intermittently Unable to Charge Vehicle when using a 240 Charger

Models: 2016 Chevrolet Volt

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

Some customer may complain that their 2016 Volt does not charge on certain Panasonic public charge stations. The customer may also state that their Gen 1 2011-15 Volt would charge on these stations.

Condition/Concern

The Panasonic Control Pilot signal is out of specification with respect to the signal characteristics as defined by Society Automotive Engineers Specification SAE J1772. These charge stations create an unstable pilot signal which is key to initiate charging. It takes this charge station longer than the SAE specification to provide the proper pilot signal and target voltage. However, the reason why this works with Gen1 Volts and does not work with Gen2 Volts is because there was a VICM microprocessor change between Gen1 and Gen2. The Gen 1 micro was running slower and was therefore more tolerant to signal overshoot (it naturally allowed more time for the Control Pilot signal to settle). The Gen2 microprocessor runs faster and is therefore more vulnerable to reading the Panasonic Control Pilot during the overshoot phase, before it has settled to a steady state value.

Recommendation/Instructions

GM is aware of this condition and is working both internally as well as with the charge station supplier on possible solutions. Several solution options are being evaluated.

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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