



Service Bulletin

SERVICE UPDATE

SUBJECT: Service Update for Inventory Vehicles Only
Surge Sensation
Expires October 31, 2016

MODELS: 2016 Chevrolet Volt

This service update involves vehicles in dealer inventory only and will expire October 31, 2016.

PURPOSE

This bulletin provides a service procedure to reprogram the power inverter module with an active damping calibration on **certain** 2016 model year Chevrolet Volt vehicles. These vehicles may experience a light surge “chuggle” sensation while driving in charge sustaining mode (battery depleted) at speeds of 35-65 mph (55-105 kmh).

This service procedure should be completed on involved vehicles currently in dealership inventory as soon as possible but no later than October 31, 2016, at which time this bulletin will expire.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory can be found in GlobalConnect, under Departments, Service, Field Action Inventory Reports (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

No parts are required for this procedure

SERVICE PROCEDURE

Note:

- **DO NOT** program a control module unless directed to by a service procedure or a service bulletin. If the ECU is not properly configured with the correct calibration software, the ECU will not control all of the vehicle features properly.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or ECU damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install the *EL-49642* SPS programming support tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. **DO NOT** connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

To program a replacement or an existing ECU, perform the following procedure.

1. Install *EL-49642* SPS programming support tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions.
3. On the SPS Supported Controllers screen, select **T6** Power Inverter Module – Programming and follow the on-screen instructions.
4. On the SPS Supported Controllers screen, select **Z1** Immobilizer Learn – Setup and follow the on-screen instructions.
5. At the end of programming, choose the "Clear All DTCs" function on the SPS screen.
6. Complete the Solenoid Valve Characterization Reprogramming procedure in SI after successful ECU programming.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9101827	Drive Motor Power Inverter Module Reprogramming with SPS	0.4	N/A

DEALER PROGRAM RESPONSIBILITY

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than October 31, 2016.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



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**16001 – Service Update Bulletin - Surge Sensation**

Updated Date: Oct 09, 2015 14:40 ET

GM CUSTOMER CARE AND AFTERSALES
DCS3802
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 09, 2015

Subject: 16001 – Service Update Bulletin
Surge Sensation

Models: 2016 Chevrolet Volt

To: All Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

General Motors is releasing Service Update Bulletin 16001 today. The total number of U.S. vehicles involved is 1,845. Please see the attached bulletin for details.

All vehicles are in-transit to dealerships and should be programmed as soon as they arrive at the dealership.

Global Warranty Management (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated October 13, 2015. Please hold all claims until VINs appear in IVH. A list of involved vehicles is attached to this message.

Please note due to ongoing efforts to globalize the General Motors recall process, a new numbering system has been initiated. Recall 16001 is the first field action affected by this change.



Bulletin.pdf



VIN list.xlsx

About this Alert

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