



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** EREV 120v Charge Cord Frayed or Plug Deformed And Possibly Split EVSE

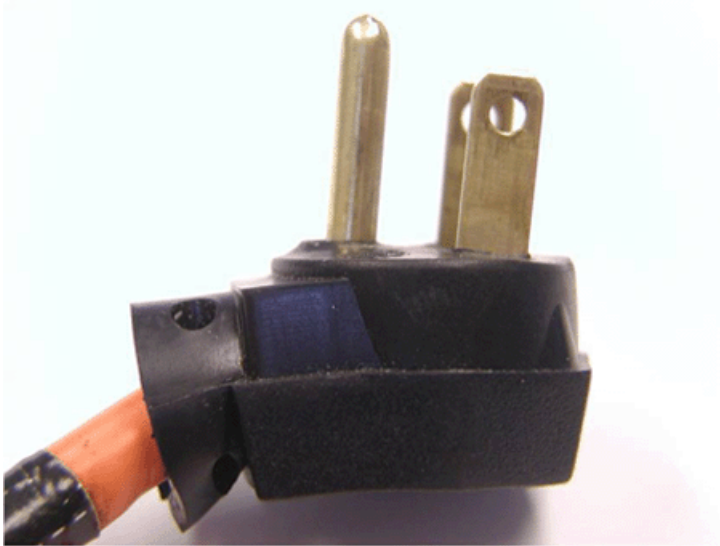
**Models:** 2011 -2015 Chevrolet Volt  
2014-2016 Cadillac ELR

*This PI was superseded to update Model Years. Please discard PIC5463.*

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

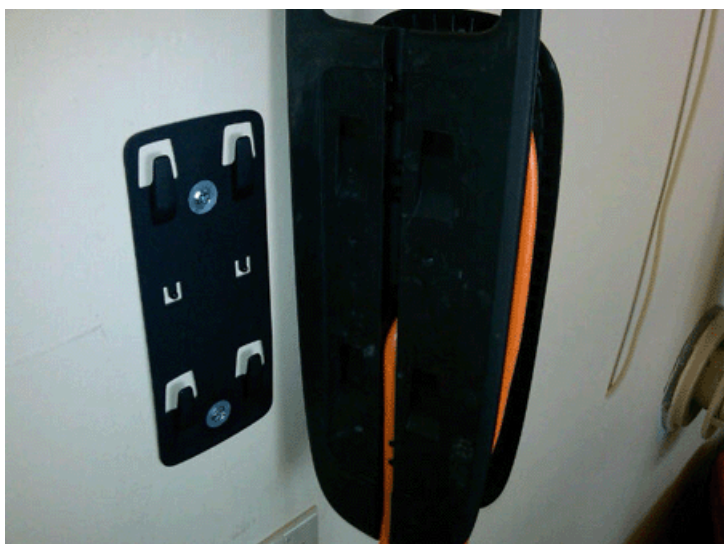
### Condition/Concern

Customers may comment that the pigtail plug on the 120 volt charge cord set (EVSE - Electric Vehicle Supply Equipment) is deformed and possibly split (See photos)



## Recommendation/Instructions

If this condition is found replace the cord set assembly and advise the customer that the cord set body should be supported while plugged into an electrical outlet by using the bracket that is supplied with the cord set. See the recommended bracket with photo and installation instructions below. When the bracket is not available, support the EVSE body to relieve the weight of the EVSE on the cord itself.



### Charge Cord

**Note:** For your convenience, we recommend that you install the Cord Set with the provided bracket at the location where the vehicle is charged most often.

Materials Recommended for Installation (not provided):

#10 X 2" Flat Head Drywall Screw (qty 2)

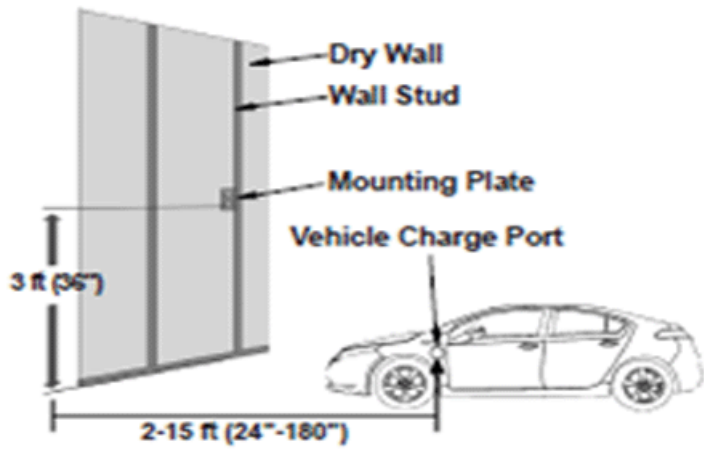
Pencil

Drill with Straight Drill Bit (1/8 inch)

Step-by-Step Instructions for Optional Wall Mounting:

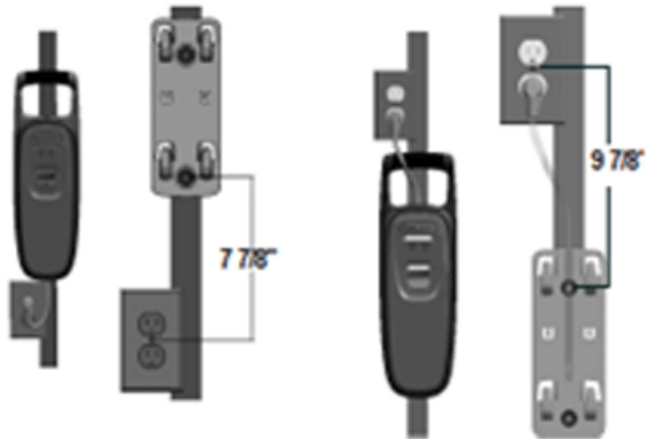
1. Identify an appropriate location for the Charge Cord. The recommend distance from the vehicle charge port is 2-15ft.  
See Figure 1.
2. Locate mounting support (e.g. wall stud or receptacle) and determine location of power source (e.g. wires).  
See Figure 2.
3. The appropriate height for mounting the Charge Cord is 36" from the floor.

FIGURE 1



**Important:** Measure all distances very carefully. Failure to check measurements versus the length of the cord could cause stress on the cord or cause the cord not to reach the electrical outlet

FIGURE 2



Scenarios Shown Assume Stud Mounted Wall Receptacles with Ground Terminal Orientation Downwards

4. Remove Charge Cord from vehicle
5. Remove back mounting plate from back of charge cord by sliding it. See Figure 3.

FIGURE 3



6. 6a. First, use back mounting plate and mounting holes as a template to mark the wall over a stud or suitable structure. See Figure 4.
- 6b. Set the back mounting plate aside and drill pilot holes for mounting screws. See Figure 5.
- FIGURE 4

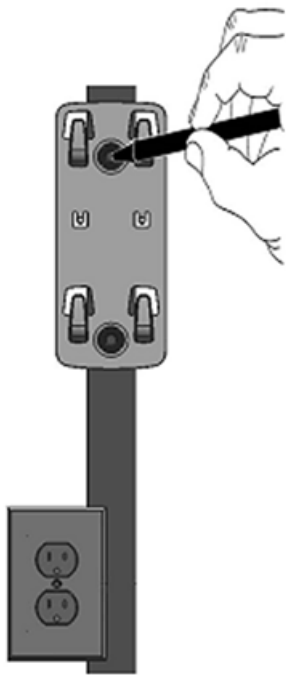
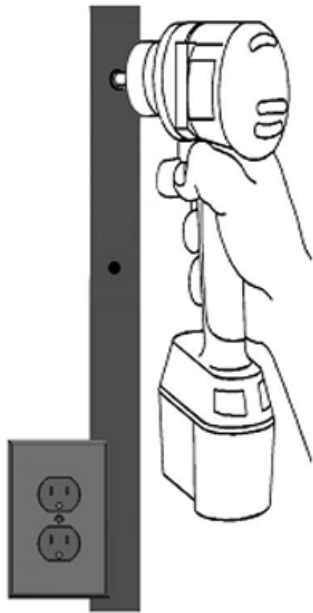
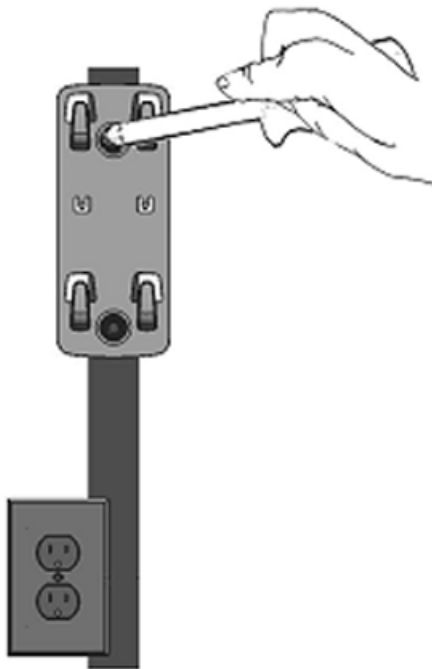


FIGURE 5



7. Securely fasten back mounting plate with #10 x 2.0" flat head drywall screws by using the two mounting holes. See Figure 6.

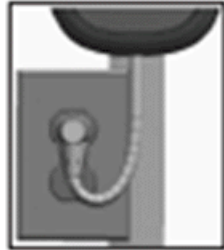


8. Attach the Charge Cord unit by sliding it on to the back mounting plate.
9. Plug cable in to wall outlet. See Figure 7.

FIGURE 7



**UPWARD GROUND  
TERMINAL  
ORIENTATION**



**DOWNWARD  
GROUND TERMINAL  
ORIENTATION**

### **GROUNDING INSTRUCTIONS**

This product must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

**Warning: Improper connection of the equipment-grounding conductor is able to result in a risk of electric shock. Check with a qualified electrician if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product. If it will not fit the outlet, have a proper outlet installed by a qualified electrician.**

### **FCC Notice:**

This unit has systems that operate on a radio frequency that comply with Part 15 of the Federal Communications Commission (FCC) rules and with ICES-003E of Industry Canada.

Operation is subject to the following two conditions:

1. The device may not cause interference
2. The device must accept any interference received, including interference that may cause undesired operation of the device.

Changes or modifications to any of these systems by other than an authorized service facility could void authorization to use this equipment.

### **INSTRUCTIONS PERTAINING TO THE RISK OF FIRE OR ELECTRIC SHOCK**

#### **IMPORTANT SAFETY INSTRUCTIONS**

**Warning: When using electric products, basic precautions should always be followed, including the following:**

1. Read all the instructions before using this product
2. This device should be supervised when used around children.
3. Do not put fingers into the electric vehicle connector.
4. Do not use this product if the flexible power cord or EV cable are frayed, have broken insulation, or any other signs of damage.
5. Do not use this product if the enclosure or the EV connector is broken, cracked, open, or show any other indication of damage.

**Caution: To reduce the risk of fire, connect only to a circuit provided with 15 amperes maximum branch circuit over current protection in accordance with the National Electric Code, ANSI/ NFPA 70.**

#### **SAVE THESE INSTRUCTIONS**

The charge cord used to charge the vehicle is a high-powered electrical device. During normal operation, the AC wall plug of the charge cord may feel warm. The AC wall plug must fit tightly into an AC outlet that is in good condition.

**Warning: Using the charge cord with a worn or damaged AC outlet may cause burns or start a fire. Periodically, check the AC wall plug and charge cord while the vehicle is charging. If the AC wall plug feels hot, unplug the charge cord and have the AC outlet replaced by a qualified electrician. Replace the charge cord if the AC wall plug or cord is damaged. Do not use an AC outlet that is worn or damaged.**

### **Additional SI Keywords**

charger

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.

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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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