



Service Bulletin

File in Section: -

Bulletin No.: PIC6124

Date: September, 2015

PRELIMINARY INFORMATION

Subject: T18 Battery Charge Module (OBCM) Part Restriction

Models: 2016 Chevrolet Volt

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 August 1st, 2015 the T18 Battery Charger, also known as the OBCM for the Chevrolet Volt part number 22799689 is being placed on restriction through the GM TAC (Technical Assistance Center).

Recommendation/Instructions

1. Please have a certified 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 questions below 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 10-07-30-002A for snapshot information).
5. Please save the DTC captured data for later use.
6. Description of the concern (both customer and technician)
7. Charging at 110V vs 240V
8. OEM cordset or wallstation or aftermarket equipment? (If aftermarket supplier make and model number)
9. Location (residential or public charge station, generator, other)?
10. HPCM 2 software level
11. Once the above information has been obtained, please review all P.I and TSB information and all available S.I. diagnostics.
12. If diagnostics lead to OBCM 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.
13. 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 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.

Parts Information

Year/Make/ Model	Component Code	Part Name	QTY
2016 Chevrolet Volt	T18	Drive Motor Battery Charger Replacement	1

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
5040210	Drive Motor Battery Charger 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.