



Service Bulletin

File in Section: -

Bulletin No.: PIC6125

Date: September, 2015

PRELIMINARY INFORMATION

Subject: (EREV) 120 Volt Charge Cord TAC Parts Restriction

Models: 2016 Chevrolet Volt
Condition/Concern

As part of our ongoing quality improvement process, effective August 1, 2015, the 120 Volt Charge Cord for the Chevrolet Volt part number 24277224 are being placed on restriction through GM TAC (Technical Assistance Center).

Note: If the part is being ordered for a non warrantable concern (i.e. collision, theft, etc) proceed directly to step 6 below (Valid VIN and proof of ownership required).

Recommendation/Instructions

Important: All the following information must be completed prior to contacting TAC unless the cord set has sustained physical damage. If not completed TAC may not be able to release the cord set. E-mail the following information to tacsnapshot@gm.com and tachybrid@gmexpert.com.

1. Please have a certified Volt technician follow the procedures below prior to contacting TAC.

Important: Note: Do NOT erase DTCs in any of the modules (Especially on intermittent concerns.) and do NOT attempt to reprogram software!

2. Check and record all diagnostic codes in all modules on the vehicle.
3. 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).
4. Please save the DTC captured data for later use
5. Once the above information has been obtained, please review all P.I and TSB information and all available S.I. diagnostics.
6. Please record the following information prior to contacting TAC so that they can assist you better
7. If the concern is a single flashing red ! (upper right) LED on the Cord-set. Check for the status of the cord-set LEDs and the vehicle charge indicator first with the unit plugged into the outlet only and also after the cord-set is plugged into the vehicle. Please note the amount of time elapsed from when the cord is plugged into the vehicle until the Upper right LED on the cord-set starts to flash red. If possible try the a different cord-set with the faulting vehicle and a different vehicle with the faulting cord-set. Look for any differences in behavior.
 - 7.1) Please record what the LED indicators on the top portion of the charger are displaying. (Example: Left indicator green and right (!) flashing red.)



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7.2) Have multiple dedicated outlets be tried?

7.3) Have you tried a charge cord set from a good known vehicle (If Available)

7.4) Did the vehicle start charging when the reduced power mode has been selected? (This is done by pushing the orange button on the cord set body while the cordset is unplugged from vehicle)

7.5) Please record the cord set catalog number and manufactures date (This is located on a tag that is on the side of the charger with the charger cable fully removed from the body of the charger.)



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Customer Targeted Question

1. Please record what the LED indicators on the top portion of the Charge Cord are displaying. (Example: Left indicator green and right (!) flashing red.)
2. Did the vehicle start charging when the reduced power mode has been selected? (This is done by pushing the orange button on the cord set body while the Charge Cord is unplugged from vehicle).
3. Has the customer had an electrician check the circuit used to see if it is a dedicated circuit (or does the customer know the circuit used is a dedicated circuit)? Dedicated Circuit – There should be no other major appliances connected to the same circuit.
4. Was a GFCI/RCD/GFI protected outlet used for charging? (See Below).



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1. 1) Were Extension cords, outlet splitters, or surge protectors used during charging?
2. 2) How often does the suspect Charge Cord get used?

IF Customers concern is AC plug Related Ask Customer questions listed below.

1. How old is the outlet?
2. Is the plug easy or difficult to remove from the outlet? (The contact force of the outlet or insertion force? High or low?)
3. Does pressing the Test button on the GFCI (black button) on the outlet (nearest outlet) turn the outlet off? If it does not have a test button suggest upgrading the outlet, done by a certified electrician. (To check if outlet is off try using any electrical device in the outlet to see if there is power available.)
4. Does the circuit breaker for this outlet turn off just this outlet or multiple outlets in the house?

5. Is the outlet in poor condition?
6. During charging what is the typical location for your cordset? (sitting on a table, in the bracket, hanging, from the cordset handle on a nail, coat hook ect.) The preferred method is to hang the cordset from the provided bracket.
7. What is the orientation of the outlet (roundish hole bottom or top)?
8. What is the amperage of the circuit breaker upstream of the outlet? (Requirement is a 15 Amp or greater breaker for the Cordset)
9. Does the cordset plug directly into the wall or is there something between the wall outlet and the cordset? (Extension Cords, Multi Outlet Power Strips, Surge Protectors or similar devices)
10. How many plug positions/spots are available at the plug in location (1,2,4,6)?
11. Is there anything else plugged into the outlet during charging? Or on this circuit?
12. Recently has there been anything different or odd with your home electricity service (thunderstorm, brown out, black out, lights flickering?)
13. Did your vehicle get a full charge? Were the LEDs on the cordset still on before unplugging from the wall?
14. Was the previous charging event successful? Received a full charge during the last charge? Notice anything different in previous charges?

Parts Information

Year/Make/ Model	Part Name	Part Number	Quantity
2016 Chevrolet Volt	120 Volt Charge Cord	24277224	1

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
5040230	Drive Battery Charger Cable 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.