



Service Bulletin

PRELIMINARY INFORMATION

Subject: BAS+ (HYBRID) eAssist Drive Motor Generator Battery Section Ordering Process

Models: 2012 - 2016 Buick Lacrosse, Regal
2013 - 2014 Chevrolet Malibu ECO
2014 - Chevrolet Impala
All equipped with eAssist (RPO HP6)

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

Condition/Concern

The Exchange Process And Order Instructions for the eAssist Drive Motor Generator Battery Section has changed. The eAssist Drive Motor Generator Battery Section are no longer on restriction and does not require a call to TAC.

Product teams continually seek valuable information for engineering improvements. This exchange program was designed to gain important feedback on the Battery Sections regarding service diagnostics, repair procedures, and accelerated root cause analysis for continuous improvements.

Recommendation/Instructions

To order the eAssist Drive Motor Generator Battery Section use the following phone numbers to order ;

In the US, call the Battery Service Center at (405) 601-5032

In Canada, call the Electronic Service Center at (888) 650-9675

The eAssist Drive Motor Generator Battery Module still remains on restriction. Refer to bulletin PIC5520

Parts Information

YEAR / MAKE / MODEL	COMPONENT CODE	PART NAME	PART NUMBER	QUANTITY
2012-2016 All	C4A / C4B	Battery Sections	20813602	1

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION