



Service Bulletin

PRELIMINARY INFORMATION

Subject: Delayed and Rate Based Charging Not Selectable On The Charge Information Screen- Buttons Are Greyed out

Models: 2016-2017 Chevrolet Volt

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

Condition/Concern

Some customer may state that they are unable to select delayed or delayed/rate based charging. They will also state that the buttons that show up on the energy screen are greyed out. (See Photo Below).



Recommendation/Instructions

This is a normal concern and no repair attempts should be made to the vehicle. When the vehicle has location base charging enable in the center stack, it will disable the delayed and rate based charging if the vehicle is not at the home location that was set up by the customer or dealership.

If you are unable to select delayed or rate based charging and the buttons are greyed out, Look at the upper top corner of the screen and see if the vehicle is showing " Away " just below the time. See Photo Below



Note: The only option available for "Away" mode is immediate charging. This is made as a convenience for the customer so they do not have to initiate an immediate charge when they are at a routinely visited charging location away from home.

When location based charging is selected, you will only be able to use delayed or rate based charging in the home location that was set up in the vehicle. The option should be available anytime you see the vehicle showing " Home " just below the time. See Photo Below



If the customer wants to select delayed or rate based charging when he is outside the home location, the customer will have to turn off the location based charging for the options to be selectable again. This is done through vehicle personalization in the center stack by selecting: Home Screen/Settings/Vehicle/Energy/Location Based charging



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.



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