



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** (EREV) Volt and ELR 4ET50 Transmission Component Restriction Program

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

*This PI was superseded to update Part numbers. Please discard PIP4840P.*

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

### Condition/Concern

This PI will explain the 4ET50 electric variable automatic transmission assembly and component restriction for the 2011-2016 MY Chevrolet Volt and Cadillac ELR. This program will start on November 1st, 2011 to gather important feedback on this new transmission. This bulletin will be revised to announce the end of the exchange program at a later date.

Product teams continually seek valuable information for engineering improvements. To assist in this effort the restriction program will be used for this product.

The Part Restriction for the TEHCM 24268161 and valve body 24256627, 24266719 has ended. Thank you for your assistance in collecting data. The rest of the parts listed below will remain on restriction at this time.

### Recommendation/Instructions

The 4ET50 transmission assembly and component restriction will be administered by the GM Technical Assistance Center (TAC). The servicing technician must provide detailed customer comments, conditions, diagnostic trouble codes (DTCs) and other useful information. To request restricted components, dealerships are required to call Technical Assistance (TAC). Prior to calling TAC, please read through this entire document. If diagnosis leads to replacement of one or more of the restricted components listed below please have all SI document numbers used during diagnosis available prior to contacting TAC.

TAC Telephone Number US 1-877-446-8227 (Action Center prompt or Hybrid prompt) Canada 1-800-263-7740 for English or 1-800-263-7960 for French

***Danger: Always perform the High Voltage Disabling procedure prior to servicing any High Voltage component or connection. Personal Protection Equipment (PPE) and proper procedures must be followed.***

The High Voltage Disabling procedure will perform the following tasks:

- Identify how to disable high voltage.
- Identify how to test for the presence of high voltage.
- Identify condition under which high voltage is always present and personal protection equipment (PPE) and proper procedures must be followed.

Before working on any high voltage system, be sure to wear the following Personal Protection Equipment:

- Safety glasses with appropriate side shields when within 50 feet of the vehicle, either indoors or outdoors.
- Certified and up-to-date Class "0" Insulation gloves rated at 1000V with leather protectors.
- Visually and functionally inspect the gloves before use.
- Wear the Insulation gloves at all times when working with the Drive Motor Battery assembly, whether the system is energized or not. Failure to follow the procedures exactly as written may result in serious injury or death.

**Important:** If vehicle damage does not allow access to the high voltage manual disconnect, then disconnect the 12V battery and remove the damaged portion of the vehicle until such time as the HV manual disconnect can be removed and the High Voltage Disabling procedure can be completed.

1. Perform the high voltage disable procedure at the drive motor generator control module assembly or cable connections. Refer to High Voltage Disabling

in SI.

2. Perform the high voltage enable procedure when the transmission is installed or repaired and ready to be test driven.

## Parts Information

Model year	Part Number	Description	Qty
2011-2012	24263211	Motor B Stator, Drv Mot	1
2013 - 2016	24263309	Motor B Stator, Drv Mot	1
2011-2012	24255650	Motor A Stator	1
2013 - 2016	24263303	Motor A Stator	1
2011-2015	24263656	Pump Assembly (aux)Pump (Doesn't include aux pump motor)	1
2016 ELR	24272108	Pump Assembly (aux)Pump (Doesn't include aux pump motor)	
2011-2013	24273813	Aux Pump Motor	1
2013-2016	24269916	Aux Pump Motor	1
2011-2012	19258656	Drive Unit assembly	1
2013	19331747 to be replace by 24282566	Drive Unit assembly	1
2014	24260194	Drive Unit assembly	1
2015	24263248	Drive Unit assembly	1
2016 ELR	24271702	Drive Unit assembly	1

All other components of the transmission are serviceable at this time.

## Warranty Information

For vehicles repaired under warranty use:

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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