



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** BAS+ (HYBRID) eAssist Charge Message On After A Collision Or Due To A Low Voltage Condition

**Models:** 2012 - 2016 Buick Lacrosse, Regal eAssist  
2013 - 2014 Chevrolet Malibu ECO eAssist  
2014 Chevrolet Impala eAssist

*This PI was superseded to update model years. Please discard PIP4993C.*

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

### Condition/Concern

There may be a Service Charging System or Battery Saver message, MIL on, and/or charging system may be inoperative with no related DTCs.

### Recommendation/Instructions

If this concern is encountered, connect GDS2 and ensure that engine identifier LUK has been selected as shown in the screen print below so the HPCM (Hybrid Power train Control Module) can be accessed to read hybrid DTCs. There may not be any DTCs set and all repairs may have been performed to repair the original concern. This concern may have occurred due to extremely low system voltage or may be the result of a vehicle collision that caused the contactors to open. There may not be a "crash event" detected on GDS2.

**Important:** If the vehicle voltage level dropped to a predetermined level (below approximately 9V), use GDS2 to command the Battery Pack Cooling Fan on to make sure it operates. If the Battery Pack Blower Fan is inoperative follow published G.S.I. Diagnostics.

- If DTCs are present with engine identifier LUK selected, perform the related G.S.I. ( Global Service Information) diagnosis and repair as necessary.
  - If there are still no DTCs stored with engine identifier LUK selected and the charging system appears to be inoperative, perform the following steps to reset the contactors and re-evaluate the charging system operation.
1. Start GDS2
  2. Select the Hybrid Power train Control Module (HPCM).
  3. Select Control Functions
  4. Clear the HV DTCs in the BECM and HPCM. (When performing this procedure in the HPCM, disregard the SDM failure message that may occur in GDS2)
  5. Exit from GDS2
  6. Turn the ignition off for a minimum of 2 minutes to allow the High Speed LAN and Power train Expansion Bus to power down.
  7. Start the car and monitor the charging system voltage.
- If the charging system is still inoperative there may be a logic lock condition. Disconnect the 12V battery and perform a Global Capacitive Discharge and repeat steps 1 through 7.

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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