

Customer Satisfaction Program

43950 Incorrect Vehicle Range Displayed at Low Temperatures



Reference Number: N162043950
GWM Number: 2043950

Release Date: August 2016
Revision: 00

Attention: This program is in effect until August 31, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Spark EV	2015	2015	EVL	Rechargeable Energy Storage System

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2015 model year Chevrolet Spark EV vehicles equipped with a rechargeable energy storage system (RPO EVL), may have been programmed with the 2016 model year hybrid powertrain control module 2 (HPCM2) calibration file during service. This may cause the electrical vehicle range prediction to be inaccurate by 1-3 miles (2-5 km) at low temperature conditions and a low state of charge.
Correction	Dealers are to reprogram the HPCM2 with the 2015 model year calibration.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102460	Hybrid Powertrain Control Module 2 Reprogramming with SPS	0.5	ZFAT	N/A

Service Procedure

Note: Carefully read and follow the instructions below.

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the EL-49642 SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Note: When performing this software update, TIS2WEB will automatically select the latest calibrations that are designed to address this concern and close this field action.

1. Install EL-49642 SPS programming support tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions.

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3. On the SPS Supported Controllers screen, select Hybrid Powertrain Control Module 2 - Programming and follow the on-screen instructions.
4. At the end of programming, clear DTC's.

Note: If you have programming concerns or SPS error codes, call the Techline Customer Support Center. TCSC can be reached at 1-800-828-6860.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through August 31, 2018. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through August 31, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Section 6.1.10 – Courtesy Transportation, for details.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

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August 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2015 model year Chevrolet Spark EV, equipped with a rechargeable energy storage system, may have been programmed with the 2016 model year hybrid powertrain control module 2 (HPCM2) calibration file during service. This may cause the electrical vehicle range prediction to be inaccurate by 1-3 miles (2-5 km) at low temperature conditions and a low state of charge.

Your satisfaction with your Chevrolet Spark EV is very important to us, so we are announcing a program to correct this condition.

What We Will Do: Your GM dealer will reprogram the HPCM2 with the 2015 model year calibration. This service will be performed for you at **no charge until August 31, 2018**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Spark EV provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

43950

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4131
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 2, 2016

Subject: 43950 - Customer Satisfaction Program
Incorrect Vehicle Range Displayed at Low Temperatures

Models: 2015 Chevrolet Spark EV
Equipped with Rechargeable Energy Storage System (RPO EVL)

To: All Chevrolet Dealers

General Motors is releasing Customer Satisfaction Program 43950 today. The total number of U.S. vehicles involved is approximately 80. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin during the middle of August, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated August 3, 2016. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS