



Preliminary Information

PIC6252A Bolt EV, Drive Motor Battery Charger (OBCM)

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Bolt EV	2017 - 2018	SOP	END	All	MMF
Involved Region or Country	North America					
Condition	As part of our ongoing quality improvement process, the T18 Battery Charger (OBCM) for the Chevrolet Bolt EV is on restriction through the GM TAC (Technical Assistance Center) as of December 15, 2016					
Cause	N/A					

- 1) Please have a certified Volt technician follow the procedures below prior to contacting TAC.
- IMPORTANT Note: Do NOT erase DTC's in any of the modules (especially on intermittent concerns) and do NOT attempt to reprogram software!**
- 2) Please complete the customer questions below with as much information as possible and as accurately as possible so that it can be emailed to TAC.
- 3) Check and record all diagnostic codes in all modules on the vehicle.
- 4) Be sure to record what module the DTC came from and any symptom codes associated with the DTCs (see latest version of bulletin [10-07-30-002](#) for snapshot information).
- 5) Please save the DTC captured data for later use.
- 6) Description of the concern (both customer and technician).
- 7) Charging at 110V vs 240V?
- 8) OEM cord set, wall station, or aftermarket equipment? If aftermarket supplier, include make and model number.
- 9) Location (residential or public charge station, generator, other)?
- 10) HPCM 2 software level
- 11) Once the above information has been obtained, please review all PI and TSB information as well as all available S.I. diagnostics.
- 12) If diagnostics lead to OBCM replacement, contact TAC @ 877-446-8227 🇺🇸🇺🇸 (U.S.) or in Canada 1-800-263-7740 🇨🇦🇨🇦 (English) or 1-800-263-7960 🇨🇦🇨🇦 (French) to review case details. Please have as much stored DTC and snapshot information as possible prior to contacting TAC.
- 13) If it is determined that component replacement is needed after reviewing the diagnosis, TAC will arrange for ordering of the new component and request that it be shipped overnight.
- NOTE: When this occurs, record the last 9 digits of the TAC case # to be used by the parts department (in conjunction with the part #) as the CONTROL NUMBER to track shipment of the part. It is not necessary to call TAC for part tracking information.**

Parts Information

Description	Part Number	QTY
T18, Drive Motor Battery Charger (OBCM)	24285717	1

Warranty Information

Labor Operation	Description	Labor Time
5040210	Drive Motor Battery Charger Replacement	Use Published Labor Operation Time

Version History

Version	2
Modified	10/12/2017- Updated Model Years and Part number



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