



Preliminary Information

PIC6247A Bolt EV, Drive Motor Power Inverter Module (PIM) Part Restriction

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Bolt EV	2017 - 2018	All	All	All	All
Involved Region or Country	North America					
Condition	As part of our ongoing quality improvement process, effective November 1st, 2016 the (Power Inverter Module , also known as PIM) for the Bolt EV, part number 24285374 is being placed on restriction through the GM TAC (Technical Assistance Center).					
Cause	New Product under engineering review with the help of TAC.					

1) Please have a BOLT EV 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 questionnaire at the bottom of this document 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 [07-07-30-010A](#) for snapshot information).

5) If DTC's are set in any of the modules below, please save the captured data for later use.

Engine Control Module

Hybrid Control Module

Hybrid Control Module 2

Motor Control Module 1 & 2

Transmission Control Module

Auxiliary Transmission Fluid Pump Control Module.

6) Once the above information has been obtained, please review all P.I and TSB information and all available S.I. diagnostics.

7) If diagnostics lead to PIM 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.

8) After reviewing the diagnosis, if component replacement is needed, TAC will arrange for ordering of the new component and request that it be shipped overnight. When this occurs, record the last 8 digits of the of the VIN 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.

Driving Condition Customer Questionnaire:

Please have the customer answer as many questions below and as accurately as possible.

What was the weather like during the event? (Circle)

Sunny, Rain, Snow, Overcast

What was the temperature outside at the time of the event?
Below 0F-32F (-17C-0C)32-60F (0C-15C) Above 60F (15C) Exact if possible_____

Were there any sounds at the time of concern? Y/N

If yes what type?

Were there any odors at the time of concern? Y/N

If yes what type and from what area of the vehicle?

What were the driving conditions during the concern?
Highway

City

Combination

Estimate driving distance from starting point until the concern occurred.
Mileage___ Kilometers ___
AND
Had the vehicle been driven from a cold start or had the vehicle already been driven and warm when the concern occurred.

What type of event was this?
Shutdown while driving, No go from initial start, No Go after driven?

If the event is a shutdown Please answer the following questions.

What type of road were you driving on when the event happened? (Circle one)
Paved, Gravel, Mud, Other_____

Were you accelerating or decelerating at the time? How aggressive was this?

How long has it been since the vehicle was previously driven? (Circle one)
<1 hour2-5 hours5-8 hours>8 hours

Approximately what temperature was the vehicle stored at prior to this drive cycle? (Circle one)
Below 0F-32F (-17C-0C)32-60F (0C-15C) Above 60F (15C) Exact if possible_____

What gear were you in when the event occurred? (Circle one)
Park, Reverse, Neutral, Drive, Manual Shifting

How fast were you going when the event occurred? (Circle one)
Stopped 0-10 mph (0-16kph) 10-30mph (16-48kph) 30-50mph (48-80kph) above 50mph (80kph)

What % of driving is highway?
What % of driving is city?
Does the vehicle sit for extended periods of time? If so, record number of days.
If TAC releases the PIM you will May also need to order the parts below to install the Drive Motor Generator Control Module
Please Check Service Information for the Lasted on parts needed for install

Parts Information

Description	Part Number	QTY
T6, Power Inverter Module (HPCM)	24285374	1

Warranty Information

Labor Operation	Description	Labor Time
5010240	Drive Motor Power Inverter Module Replacement	Use Published Labor Operation Time

Version History

Version	2
Modified	Created on 01/09/2017 Updated on 4/17/2018 to add 2018 model year.



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