

Subject: Engineering Information – Vehicle No Start Due to Dead Battery

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Bolt EV	2017	2018			All	All

Involved Region or Country	North America
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on a vehicle no start due to a dead battery.
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

If you encounter a vehicle with the above concern, complete the following steps:

Important: DO NOT REMOVE OR DISCONNECT BATTERY CABLES (NEGATIVE NOR POSITIVE).

1. Perform a Parasitic Draw Test per the Battery Electrical Drain/Parasitic Load Test in SI, Document ID: 3516926. NOTE: The preferred method is using the inductive clamp to prevent power interruption. If using the EL 38758 Parasitic Draw Test Switch, use a jump box to ensure the vehicle power is not interrupted when installing the switch. Record the results.
2. Connect GR8 Battery Diagnostic Test Tool to the vehicle using the following connections: Positive cable to the Battery Positive Post. Negative cable to the JUMP POST. Do not disconnect the battery cables.
3. CHARGE BATTERY with the GR8 Battery Diagnostic Test Tool in DIAGNOSTIC MODE with battery connected. Allow the GR8 to run through TOP OFF Mode after the DIAGNOSTIC MODE completes. Retain the GR8 ticket. Note if the battery is Original or a Service. If original, record the country of manufacture on the label. Korea or Germany.
4. Allow the vehicle to go to sleep.
5. Perform a second Parasitic Draw Test per the Battery Electrical Drain/Parasitic Load Test in SI, Document ID: 3516926. NOTE: The preferred method is using the inductive clamp to prevent power interruption. If using the EL 38758 Parasitic Draw Test Switch, use a jump box to ensure the vehicle power is not interrupted when installing the switch. Record the results.
6. Perform the K1 14 V Power Module DC Power Conversion Test Circuit/System Testing in SI, Document ID: 4583404. Record test results and note with or without carbon pile test performed.
7. Inspect the K1 14 V Power Module X2 connector terminal tension. Record the results.
8. Inspect the K1 14 V Power Module X2 connector harness wires at the connector for stressed wires or rub through abrasion tape. Inspect for broken wire conductors internally or witness marks of the wires being pinched up to approximately 1 inch from the connector. It will be necessary to remove some abrasion tape from the harness. Record observations.
9. Contact the engineer listed below with the recorded results.

Contact Information

Engineer Name	Phone Number
Vaundle Jones	(248) 431-9606

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
5080228*	Engineering Information – Vehicle No Start Due to Dead Battery	0.6 hr

*This is a unique Labor Operation for Bulletin use only.

Version	1
Modified	Released April 19, 2018