

# Customer Satisfaction Program

## 17297 High Voltage Battery Pack Low Cell



Reference Number: N172104090

Release Date: August 2018

Revision: 03

**Revision Description:** This bulletin has been revised in the service procedure section to reflect the different VIN breakpoint possibilities. Please discard all copies of bulletin 17297-02.

**Attention:** This program is in effect until September 30, 2019.

| Make      | Model   | Model Year |      | RPO | Description |
|-----------|---------|------------|------|-----|-------------|
|           |         | From       | To   |     |             |
| Chevrolet | Bolt EV | 2017       | 2017 |     |             |
|           |         | 2018       | 2018 |     |             |

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.

|                   |                                                                                                                                                                                                                                                                                                                                  |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Condition</b>  | Certain 2017-2018 model year Chevrolet Bolt EV vehicles may have a condition in which the cells within the battery pack have low voltage. This condition is related to the state of charge of the cell group. Eventually, the difference in the state of charge of the cell groups (average vs. minimum) may exceed a threshold. |
| <b>Correction</b> | Replace the high voltage battery pack.                                                                                                                                                                                                                                                                                           |

### Parts

| Quantity        | Part Name                                       | Part No.                                 |
|-----------------|-------------------------------------------------|------------------------------------------|
| 1               | High Voltage Battery                            | 24286782*                                |
| 1 (If Required) | High Voltage Battery Coolant Cooler Outlet Hose | 42557402                                 |
| 1               | Drive Motor Coolant                             | 12378390<br>(US)<br>10953456<br>(Canada) |

Due to limited initial parts availability, Proactive Customer Outreach (US)/ Canadian Customer Care Center (Canada) will be contacting customers based on urgent priority based on stock availability to have them service their vehicle with a local dealer. Once the customer has scheduled an appointment with your dealership, please follow the instructions provided in PIC6239 - Bolt EV (BEV2) High Voltage Battery Exchange and Internal Parts Process. The process includes detailed shipping and handling requirements which must be followed without deviation.

**\* The high voltage battery required for this bulletin is provided at no charge on an exchange basis and must not be submitted on the warranty transaction.**

**Important:** Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

| Labor Operation | Description                                                                                                           | Labor Time | Trans. Type | Net Item |
|-----------------|-----------------------------------------------------------------------------------------------------------------------|------------|-------------|----------|
| 9103343         | Drive Motor Battery Replacement and Shipping Preparation (includes filling cooling system)                            | 3.3        | ZFAT        | \$500*   |
|                 | Add: To Replace High Voltage Battery Coolant Cooler Outlet Hose (Only Applies to Vehicles Built Prior to May 1, 2017) | 0.3        |             |          |

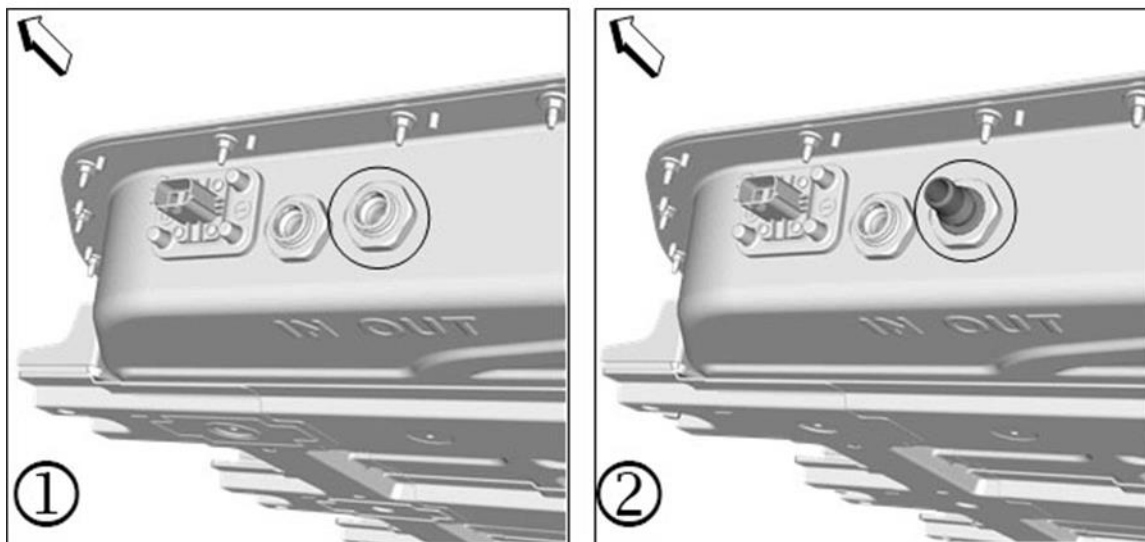
\* Submit a \$500.00 administrative allowance for battery exchange. Add this amount in the appropriate Net/ Admin Allowance field when submitting the repair transaction.

### Service Procedure

1. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

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2. Determine the type of battery pack fitted to your vehicle by inspecting the battery pack coolant fittings at the rear of the battery pack. The old-style battery pack (1) has two female fittings, and the new style battery pack (2) has a male and a female fitting.
3. Replace the drive motor battery. Refer to the appropriate procedure below depending on the VIN and battery pack style.
  - *Drive Motor Battery Replacement and Shipping Preparation (New Design Battery Pack in Vehicles built before 1G1FX6S06H4163254).*
  - *Drive Motor Battery Replacement and Shipping Preparation (Old Design Battery Pack in Vehicles built before 1G1FX6S06H4163254) in SI.*
  - *Drive Motor Battery Replacement and Shipping Preparation (New Design Battery Pack in Vehicles built after 1G1FX6S06H4163254).*

#### 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 September 30, 2019. 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 September 30, 2019, 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

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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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

### **Customer Notification**

USA - General Motors will notify customers of this program on their vehicle through Proactive Customer Outreach.

Canada – General Motors will notify customers of this program on their vehicle through the Canadian Customer Care Center (CCC).

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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.



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GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4830  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 27, 2018

Subject: 17297 03 - Customer Satisfaction Program (US & Canada Only)  
High Voltage Battery Pack Low Cell  
Revised Service Procedure

Models: 2017-2018 Chevrolet Bolt EV

To: All General Motors Dealers

This bulletin has been revised in the service procedure section to reflect the different VIN breakpoint possibilities. Please discard all copies of bulletin

17297-02.

**Customer Notification**

General Motors will continue to notify customers of this program on their vehicle through Proactive Customer Outreach.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS