



Preliminary Information

PIC6272D (CT6 PHEV) High Voltage Drive Motor Battery Exchange

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	CT6	2017 - 2018	All	All	LTG	MRD

Involved Region or Country	North America
Additional Options (RPO)	HP9
Condition	<p>As part of GM’s ongoing quality improvement process, the High Voltage Drive Motor Battery Pack is currently on restriction through the GM Technical Assistance Center (TAC). Other internal battery pack components not containing Lithium-Ion material can be ordered through CCA without restriction. If a battery section is required, please refer to the current version of bulletin: 18-NA-236</p> <p>Use SI procedures to determine whether a pack is needed. GM TAC can provide guidance to repair or replace. Warranty claims will be audited to ensure the minimum number of parts were replaced to repair the vehicle.</p> <p>NOTE: Please review all of the information provided below prior to contacting the GM Technical Assistance Center (TAC) @ 877-446-8227 (U.S.) or in Canada 1-800-263-7740 (English) or 1-800-263-7960 (French) to review case details.</p> <p>Once GM TAC has authorized a battery pack, dealers are now asked to order packs directly from the GM Battery Service Center by calling 1-833-33 GM BSC (1-833-334-6272). Please note the information required at the time of ordering is contained under Parts Information later in this document. Batteries are on exchange, and new or refurbished material will be provided at or above the capacity of the battery being removed.</p> <p>Material will arrive within 72 hours of ordering. For any delays or backorders, please contact the GM Battery Service Center by calling 1-833-33 GM BSC (1-833-334-6272) for the current status of your order.</p>
Cause	Product teams continually seek valuable information for engineering improvements. To assist in this effort the restriction program will be used for this product. It is imperative that freeze frame failure records be captured along with DTC’s and not cleared.

Correction:

PARTS RETENTION AND RETURNS UNITED STATES SERVICE AGENTS Only

All Li-Ion drive motor batteries need to be returned for possible refurbishment. DURING THE LAUNCH PERIOD THE PRIMARY RETURN METHOD WILL BE THE WPC PROCESS. If the batteries are not returned within 30 days, the dealer will be charged back the value of a replacement battery. These charges are substantial. There are two different ways the Li-Ion drive motor battery or battery section could be returned.

1. **Oklahoma City Determination Center:** If you do not receive a WPC special request within 3 days of completing the repair contact CCA Logistics CCA Logistics (810-866-9300) SCGMCustomerSupport@xpo.com. It is expected that the majority of batteries will go thru this process.
2. **Warranty Parts Center (WPC):** A Special Parts Return Request will be faxed or e-mailed to you with proper shipping instructions/location. You must use the BOL that is sent to you. Do NOT wait for the warranty claim to be processed before returning the failed used drive motor battery. WPC guidelines below:

Do NOT send a battery back without a Special Parts Return Request.

DO NOT ship drive motor batteries directly to the WPC.

Do NOT return battery in any other container than the container (cocoon) that the new/refurbished battery was delivered in. The removed unit must be returned complete in the original exchange shipping container. Refer to the specific drive motor battery exchange bulletin in eSI for the vehicle being repaired.

Note: Failure to return the battery by the due date will result in the dealership being debited the entire warranty claim (parts and labor) as well as assessment for the value of the failed pack.

Note: If you do not receive a direction of where to ship the battery back, verify that you do not have an existing open WPC Request. If you don't have a WPC Special Part Request via fax or e-mail from WPC, contact CCA Logistics (810-866-9300 SCGMCustomerSupport@xpo.com for shipping instructions and the proper paper work in order to return the failed Drive Motor Battery or battery section.

Oklahoma City Determination Center Shipping Instructions:

Note: Never ship a damaged or compromised battery without prior approval. All hazardous materials must be shipped in accordance with all local, state, and federal laws.

1. Disable the high voltage at the drive motor generator battery. Refer to High Voltage Disabling. Refer to eSI.
2. Remove the Drive Motor Battery from the vehicle as outlined in Drive Motor Generator Battery Replacement in eSI.
3. Tighten any fasteners that were loosened or removed during Drive Motor Battery removal to the original torque specification.
4. Remove any plastic shipping plugs or covers from the new unit and install them on the Drive Motor Battery to be returned.
5. Place a copy of the repair order with technician comments, and the completed "Battery Product Feedback Form" into the plastic envelope. The bill of lading and customs papers (for cross border shipments) should also be inserted into the plastic envelope. Remove the original shipping label and attach the plastic envelope with the return shipping label on it to the container.
6. Place the Drive Motor Battery into the shipping container and attach the completed return shipping tag to the Drive Motor Battery Cocoon.

Determination Center Shipping Address

Spiers New Technologies

50 NE 42nd St

Oklahoma City, Oklahoma 73105-2201

Contact Brian Enis (p) 405-274-5911

WPC Shipping Instructions:

1. The Special Parts Request will provide a request number. This request number must be placed in the outside shipping envelope along with the TAC Case number. Dealers need to place a new envelope inside the battery cocoon TAC Case #, along with a copy of the Job Card (RO) including the technician's comments, DTCs, diagnostics, and completed "Battery Product Feedback Form".
2. The bill of lading and customs papers (for cross border shipments) should also be inserted into the outer plastic envelope. Remove the original shipping label and attach the plastic envelope with the return shipping label on it to the container. Failure to place this information both outside and inside the battery shipping container may delay the processing of your return. Do not ship a battery back without an official WPC Request.
3. Label the outside of the shipping container with the Part Return request number and the TAC case reference number. Refer to Corporate Bulletin Number [99-00-89-019F](#) for detailed shipping information
4. Contact Central Transport at 586-467-1900 for pick-up of removed battery. If lift gate service is necessary, please request it at the time of arranging pick-up service. The number is also on the BOL that is sent to you from WPC.
5. Have the driver sign the bill of lading. Retain a copy of the signed bill of lading and attach your copy to the original repair order. This will be your proof of returning the Drive Motor Battery.
6. Ship the battery Third Party Prepaid Freight Collect with appropriate paperwork to address provided.
7. Once the battery is shipped, please e-mail julie.cumo@gm.com with tracking number and Special Parts Return Request Number.

The Exchanged Drive Motor Batteries will be refurbished and tested to provide a capacity greater to or equal to the replaced battery.

Prior to calling TAC, please make sure to complete the CT6 Battery Exchange required Information and diagnosis provided in the recommendations portion of this PI.

Performing the diagnosis and obtaining the required information will minimize the time spent on the telephone and avoid the need for multiple calls to TAC.

Guidelines for honoring this exchange program are being strictly enforced.

To obtain a replacement drive motor battery, the servicing CT6 hybrid technician must provide TAC with a detailed customer complaint, conditions, diagnostic trouble codes (DTC.S) and other useful information as outlined below in the recommendations field.

Danger: Always perform the High Voltage Disabling procedure prior to servicing any High Voltage component or connection. Personal Protection Equipment (PPE) and proper procedures must be followed.

The High Voltage Disabling procedure will perform the following tasks:

- 1) Identify how to disable high voltage.
- 2) Identify how to test for the presence of high voltage.
- 3) Identify condition under which high voltage is always present and personal protection equipment (PPE) and proper procedures must be followed

Before working on any high voltage system, be sure to wear the following Personal Protection Equipment:

- 1) Safety glasses with appropriate side shields when within 50 feet of the vehicle, either indoors or outdoors.
- 2) Certified and up-to-date Class "0" Insulation gloves rated at 1000V with leather protectors.
- 3) Visually and functionally inspect the gloves before use.
- 4) Wear the Insulation gloves at all times when working with the Drive Motor Battery assembly, whether the system is energized or not.

Failure to follow the procedures exactly as written may result in serious injury or death.

Recommendations / Instructions

Please have a certified CT6 technician follow the diagnostic procedures below prior to contacting TAC.

1. If DTCs are present and procedure gives direction to remove internal components; stop, capture GDS2 Session Log stored data, and test drive vehicle with GDS and MDI, and capture a snap shot of the Hybrid Powertrain Control Module 2 (VICM) data when condition occurs. See Latest version of [PIP4902](#) for correct session logs data collection and procedure for emailing. TAC may request that you e-mail the Session Logs to them. Do not clear codes prior to capturing data and calling TAC.

2. If DTCs are not present, refer to "Symptoms - Hybrid Controls " in SI.

3. If any diagnostic procedure gives direction to remove internal components, stop and call TAC, internal components should not be removed at this time.

4. Upon review of the diagnosis, TAC will establish a case reference number and make arrangements for ordering a part or an exchange battery assembly.

5. Prior to contacting TAC, check with your parts personnel for the parts department hours of operation (including Saturdays if open) and the name of the parts contact that will be handling the battery pack. This information along with the battery identification number (BIN) needs to be supplied to the TAC consultant prior to ordering the battery.

5.1 The battery has a battery identification tag that is located by the MSD of the battery. Locate the tag and record the 16 digit battery identification number (BIN). The BIN is the bottom most number on the label and it starts with a "T" indicator (See Photo Below). If the battery is not out of the vehicle yet, you can find the BIN by installing the MDI and using GDS 2. Access the Battery Energy Control Module data list and look under the identification information section and the sixteen digit number will be listed under the parameter: Hybrid/EV Battery Pack Identification Number.



6. You will have to advise TAC if your dealer has a working fork-lift for loading and unloading the battery pack assembly.

7. To remove the hybrid battery, you will need to obtain the EL-51865 Battery Pack Support Fixture. To obtain this lift fixture, you will need to obtain the EL-51865 Battery lift fixture from the GM loaner tool program. See bulletin: [16-NA-158](#) for additional information on the GM loaner tool program.

NOTE: Make sure you get the battery pack tracking number from the Technical Assistance Center before ordering the EL-51865 Battery Pack Support Fixture as there is a 5 day rental period before the tool needs to be returned.

8. After verifying that the high voltage systems are disabled, remove battery assembly per SI procedures.

9. Perform Hybrid Powertrain Control Module 2 (HPCM2) and the Battery Energy Control Module reprogramming when replacing the new battery pack as well as check and reprogram all electric propulsion

control modules with the latest calibrations. You will also need to perform a high voltage DTC clear and a battery pack capacity learn which all can be found under battery replacement in SI.

After the Battery has been removed from the vehicle (see service manual procedure), and before placement into the shipping cocoon, prepare the battery for return by performing the following:

1) Install the Manual Service Disconnect (MSD) Insert. The MSD Insert can be removed from the new service battery assembly and installed in the returned battery.

Note: The MSD lever should remain with the vehicle and not be returned with the battery assembly.

Danger: The high voltage (HV) battery must be protected when outside of the vehicle. This is why the battery must be immediately placed in the original shipping container (cocoon).

Storage Guidelines:

1) Store the Drive Motor Battery flat.

2) Store the Drive Motor Battery in an environmentally protected area.

3) Maintain the Drive Motor Battery at room temperature.

4) Protect the Drive Motor Battery from exposure to liquids.

5) Protect the Drive Motor Battery from physical damage.

6) Store the Drive Motor Battery in a limited-access area.

Danger: Failure to follow these guidelines may result in serious injury or death.

Parts Information

Be prepared to provide the Battery Service Center with the following information:

Warranty (W) or Customer Pay (CP):

Note: Carefully review Voltec and PZEV Emission warranty coverage in GWM.

Dealer Name:

Dealer BAC Code:

Shipping Address:

Contact at Dealership (include phone#):

Preferred Delivery Time/Date for Dealer Forklift Operator (Must be within 72 hours of the order time not including weekend)

Hours of operation:

Do you need the delivery truck to have lift gate: Y / N

Vehicle Make:

Model Year:

RO #:

VIN #:

Approved TAC Case # (required for TAC restricted parts):

DTCs and Customer Complaint:

Note: If no DTCS are present or repair is for accident repair or EV range, TAC approval is also required.

Odometer Reading:

Causal Part # Ordered (provided by dealer):

Causal Return BIN # (from GDS2 BECM):

Capacity Code (from GDS2 HPCM2 Voltage data):

Warranty Information

For vehicles repaired under the EV coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time	Net Admin Allowance
5031630	A4 Hybrid EV Battery Pack Replacement and Shipping Preparation	Use Published Labor Operation Time	\$500.00

No Part Number should be entered for exchange components on the warranty claim.

Exchange battery is delivered to the dealer by Battery Spiers New Technologies (SNT).

Dealer is not billed for an exchange component unless it is not returned within the prescribed time period.

There will be a \$500 handling allowance for this exchange.

Applicable handling allowance and miscellaneous items should be added to the part allowance amount and claimed in the Parts Cost column and not included in the Net Amount (DMN) column of the warranty claim.

Version History

Version	
5	
Modified	04/22/17 - Created on 02/07/18 Updated to add model years and update part number 04/03/18 Updated to add additional information in correction field 09/11/2018 Updated to removed battery sections and internal parts off of restriction. 12/13/2018 Updated to change the battery delivery time from 48 to 72 hours per BQM Lane Rezek.

