



Preliminary Information

PIC6127L (Volt) High Voltage Drive Motor Battery TAC Restriction and Exchange Program

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Volt	2016 - 2019	All	All	L3A	MKV

Supersession Statement

This PI was superseded to update shipping time of battery. Please discard PIC6127K.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition / Concern

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](#)

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.

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.

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.

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.

PARTS RETENTION AND RETURNS UNITED STATES SERVICE AGENTS Only

All Li-Ion drive motor batteries and battery sections need to be returned for possible refurbishment. 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.

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.

Once the battery is shipped, please e-mail julie.cumo@gm.com with tracking number and Special Parts Return Request Number

This P/I will also be revised to announce the updates to the Drive Motor Battery Exchange program.

During the launch period of the 2016-2018 Chevrolet Volt the Drive Motor Battery may also be referred to as the Lithium Ion High Voltage Battery.

The Exchanged Drive Motor battery 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 Volt 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 volt 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.

Battery components received from the BSC/ESC should NOT be entered on the transaction. Dealers are not billed for the component unless the core is not returned within the required time period.

CANADIAN SERVICE AGENTS ONLY

All Volt batteries must be returned to the appropriate core return center with completed documentation including battery return worksheets with TAC Case Number and VIN.

Note: Failure to return the battery will result in the dealership being debited the entire warranty transaction as well as assessment of an environmental fee for the value of the failed pack. This environmental fee is substantial (\$10,000) and will only be assessed if the battery is not returned.

For dealers in Canada, the return of failed batteries will be handled through the existing core return process.

(Type 4 return)

Shipping Preparation:

1. Disable the high voltage at the drive motor generator battery. Refer to High Voltage Disabling.
2. Remove the Drive Motor Battery from the vehicle as outlined in Drive Motor Generator Battery Replacement in SI.
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. Write the TAC case reference number on the drive motor battery assembly in a visible location.
6. Write the TAC case reference number on the repair order.
7. Place the Drive Motor Battery on the cradle into the shipping container.
8. Place the completed "BATTERY PRODUCT FEEDBACK FORM" (which was included in the container containing the new battery) inside the cocoon with the failed battery. Dealers need to place a new envelope inside the battery cocoon with completed Volt Battery Exchange information including the TAC Case #, along with a copy of the Job Card (RO) including the technician's comments, DTCs, and diagnostics. It is recommended that this be taped to the battery inside the cocoon.

Canadian Shipping Instructions:

Canadian Dealers should follow the steps below to return a failed battery:

1. Submit a type 4 core return for the battery. A core return tag along with a core return application will be generated at your servicing PDC and sent to you.
2. Place the core return tag on the outside of the battery container (cocoon).
3. Complete the required return hazardous goods shipping paperwork (302C form)
4. Leave the labeled container (cocoon) along with the necessary shipping documents in the area within your dealership which you would normally use for your material/core returns. The DDS carrier will pick up this battery core along with your normal returns. If your dealership is not serviced by a DDS carrier you will need to return this battery via LTL (similar to how you would return other parts).
5. Canadian Dealers do NOT return batteries to the ESC or to the WPC.

Recommendations / Instructions

Please have a certified Volt technician follow the diagnostic procedures below prior to contacting TAC and the Battery Service Center.

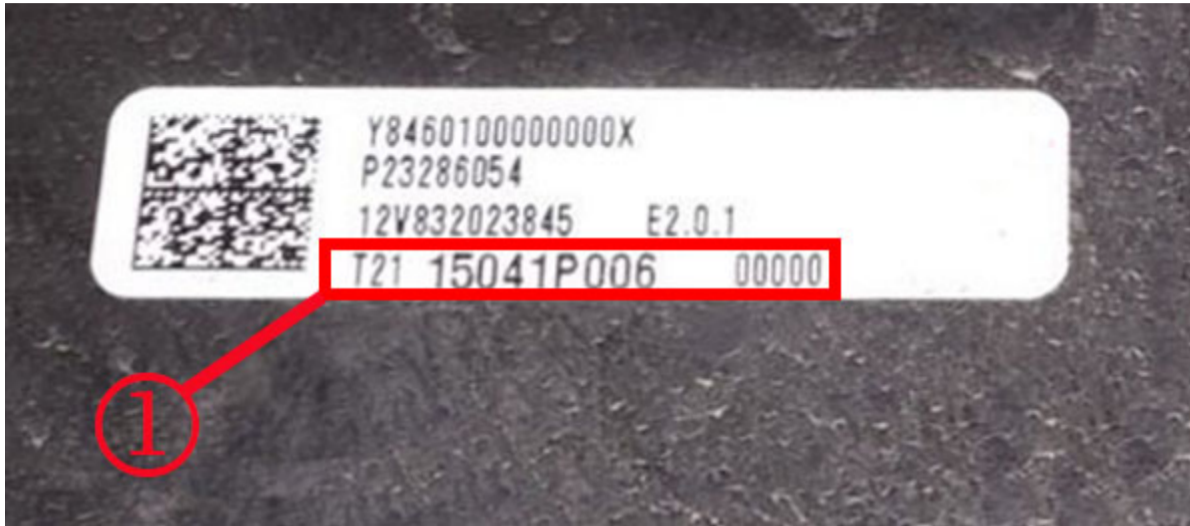
1. If DTCs are present and procedure gives direction to remove internal components; stop, capture GDS2 Session Log stored data, and test drive vehicle with GDS and MDI, and capture a snap shot of the Hybrid Powertrain Control Module 2 (VICM) and BECM data when condition occurs. See Latest version of [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 with approval for the dealer to order Lithium Ion material directly from the GM Battery Service Center (BSC).
5. After verifying that the high voltage systems are disabled, remove battery assembly per SI procedures.

Note: The Battery pack has a ground strap that are attached to the battery. ONLY remove the ground strap on the vehicle side. The new battery will come with the 2 ground straps already attached.

6. 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) and the 4 digit battery capacity number will need to be supplied to the BSC prior to ordering the battery.

6.1 The battery pack 4 digit capacity code is located in the HPCM 2 under the voltage data list. You need to make sure that you have the latest version of GDS 2 to see this 4 digit code.

6.2 The battery has a battery identification tag that is located on the right side 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 and look under the identification information section and the sixteen digit number will be listed under the parameter: Hybrid/EV Battery Pack Identification Number.



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

Note: The exchange unit will be shipped without coolant. Follow SI procedure for proper coolant and fill procedures. Low coolant or wrong coolant could result in internal battery damage. For additional information on how to properly bleed the battery cooling system, please see the latest version of PI: [PIP4859](#). For information on the proper battery coolant, please see the latest version of PI: [PIP4910](#).

8. Perform Drive Motor Generator Battery Control Module (BECM) reprogramming when replacing the new battery pack as well as check and reprogram all electric propulsion control modules with the latest calibrations.

Note: The exchange unit will be shipped without coolant. Follow SI procedure for proper coolant and fill procedures. Low coolant or wrong coolant could result in internal battery damage. For additional information on how to properly bleed the battery cooling system, please see the latest version of PI: [PIP4859](#). For information on the proper battery coolant, please see the latest version of PI: [PIP4910](#).

9. Next reset the Hybrid / EV battery pack data . This can be found in GDS 2 under: Hybrid Powertrain Control Module 2 and selecting Configuration/Reset Functions.

10. After SPS programming the BECM, you will have to drive the vehicle in Mountain Mode with the vehicle in Low Gear for approximately 5 miles (8 km). This will pack the most energy in the battery during charging and regeneration and exercises the coolant valves and pumps. When performing the 5 mile (8 km) drive cycle, drive vehicle in slalom (side to side motion) to purge any air from battery pack cooling plates. After the drive cycle, check for codes and top off the coolant system.

11. Fully charge the High Voltage Battery before delivering the vehicle to the customer.

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 Coolant plugs (2) in coolant lines. Coolant plugs can be removed from the new service battery assembly and installed in the returned battery. Additional coolant plugs (GM p/n 22770854) can be ordered if they are needed. Note: As part of the battery removal process, all coolant should be drained from the drive motor battery.

2) 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.

In order to properly prepare the used battery for shipping and to insure safe shipment, all of the above steps must be followed.

Note: The used battery must be removed and returned with a battery assembly lifting fixture (GM Special Tool EL-49976.) This lifting fixture will be attached to the used battery and placed in the shipping cocoon. Each new service battery will come with a battery assembly lifting fixture for use during installation. You will keep this fixture for servicing future battery removals.

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 PZ EV 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 48 hours of the order time not including week end)

Hours of operation:

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

Vehicle Make:

Vehicle Model:

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.

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 \$400 handling allowance for this exchange.

Applicable handling allowance and miscellaneous items such as coolant 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.

Labor Operation	Description	Labor Time	Part Allowance
5031030	Drive Motor Generator Battery Replacement	Use Published Labor Operation Time	\$400.00*
Add	Road test – Data snapshot	0.3 hr	

*Additional Administrative Allowances may be submitted as follows:

- In the U.S. and Canada – Add \$20 to the Net/Admin Allowance (for a total allowance of \$420 or \$270 as applicable)

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.



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