



# Service Bulletin

Bulletin No.: 18-NA-180

Date: March, 2019

## WARRANTY ADMINISTRATION

**Subject: High Voltage Battery Exchange Process and Transaction Submission Information**

Brand:	Model:	Model Year:		VIN:		Propulsion:	Transmission:
		from	to	from	to		
Buick Cadillac Chevrolet GMC	GM Passenger Cars and Trucks	2019 and Prior		—	—	Hybrid/EV	—

Involved Countries	United States and Canada
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### High Voltage Battery Exchange Process and Transaction Submission Information

Lithium Ion batteries (packs and sections) **must be obtained** through a GM authorized Battery Service Center (BSC), in Canada the Electronic Service Center (ESC) for all warranty and policy repairs, and through TAC if the component is on restriction. The BSC, ESC and TAC **must be notified at the time of order** if the repair will be covered under warranty or policy where GM is paying any portion of the repair expense. If not notified at the time of the order, the dealer will be charged for the component(s) and will not be reimbursed by GM. For exchange procedure information, refer to Bulletin **18-NA-236 High Voltage Lithium-Ion Battery Section and Small Pack Exchange Procedure** in SI.

### Reference Information Table

The following reference information table is a summary of model years, vehicles, components, TAC restrictions, service information, Labor Operations, Net / Admin Allowance and warranty claim processing information. This list is subject to change. Components referenced in the table below are covered per the terms of the New Vehicle Limited Warranty for a period of 8 years or 100,000 miles (160,000 km), whichever comes first. Refer to the vehicle's Limited Warranty and Owner Assistance Information booklet for warranty details.

**Important: High Voltage Battery Sections are no longer under General Motors TAC restriction.**

### Reference Information

Applicable Vehicles	Component	Battery Pack On TAC Restriction	Bulletin Number	Labor Operation (Refer to LTG for Published Times)	Net / Admin Allowance*
2012-2016 Buick LaCrosse 2012-2017 Buick Regal	Generator Control and Battery Module Replacement (Powerpack) Generator Battery Section Replacement	No**	—	5031400 (Powerpack) 5031050 (Battery Section)	\$270.00 (Powerpack) \$170.00 (Battery Section)

## Reference Information (cont'd)

Applicable Vehicles	Component	Battery Pack On TAC Restriction	Bulletin Number	Labor Operation (Refer to LTG for Published Times)	Net / Admin Allowance*
2018-2019 Buick LaCrosse	High Voltage Battery Replacement Cell Battery Module Replacement	No**	—	5031630 (Battery) 5030410 (Cell Battery Module)	\$250.00 (Battery) \$250.00 (Cell Battery Module)
2014-2016 Cadillac ELR	Drive Motor Battery Replacement Drive Motor Battery Section (Cell Battery) Replacement	Yes	PIP4841	5031030 (Battery) 5030290 (Battery Section)	\$400.00 (Battery) \$250.00 (Battery Section)
2017-2018 Cadillac CT6	Hybrid EV Battery Pack Replacement	Yes	PIC6272	5031630 (Battery)	\$500.00 (Battery)
2011-2015 Chevrolet Volt	Drive Motor Battery Replacement Drive Motor Battery Section (Cell Battery) Replacement	Yes	PIP4841	5031030 (Battery) 5030290 (Battery Section)	\$400.00 (Battery) \$250.00 (Battery Section)
2013-2014 Chevrolet Malibu ECO	Generator Control and Battery Module Replacement (Powerpack) Generator Battery Section Replacement	No**	—	5031400 (Powerpack) 5031050 (Battery Section)	\$270.00 (Powerpack) \$170.00 (Battery Section)
2014 Chevrolet Impala	Generator Control and Battery Module Replacement (Powerpack) Generator Battery Section Replacement	No**	—	5031400 (Powerpack) 5031050 (Battery Section)	\$270.00 (Powerpack) \$170.00 (Battery Section)
2014-2016 Chevrolet Spark EV	Drive Motor Battery Replacement	Yes	PIP5112	5031030 (Battery)	\$400.00 (Battery)
2016-2019 Chevrolet Malibu	Drive Motor Generator Battery Replacement Drive Motor Generator Battery Section Replacement	No**	—	5031030 (Battery) 5030410 (Section)	\$400.00 (Battery) \$250.00 (Section)
2016-2019 Chevrolet Volt	Drive Motor Generator Battery Replacement Drive Motor Generator Battery Section Replacement	Yes	PIC6127	5031030 (Battery) 5031700 (Section)	\$400.00 (Battery) \$250.00 (Section)

## Reference Information (cont'd)

Applicable Vehicles	Component	Battery Pack On TAC Restriction	Bulletin Number	Labor Operation (Refer to LTG for Published Times)	Net / Admin Allowance*
2016-2018 Chevrolet Silverado	High Voltage Battery Replacement Cell Battery Module Replacement	No**	—	5031630 (Battery) 5030410 (Cell Battery Module)	\$250.00 (Battery) \$250.00 (Module)
2016-2018 GMC Sierra	High Voltage Battery Replacement Cell Battery Module Replacement	No**	—	5031630 (Battery) 5030410 (Cell Battery Module)	\$250.00 (Battery) \$250.00 (Module)
2017-2019 Chevrolet Bolt EV	Drive Motor Battery Replacement	Yes	PIC6239	5031030 (Battery) 5030410 (Section)	\$500.00 (Battery) \$250.00 (Section)

\*An additional \$20 administrative allowance for processing the exchange may be added to the listed amount.  
\*\*Contact Speirs New Technologies Battery Service Center (BSC) directly for part exchange at (405) 605-8096. Canada Dealers: Contact ESC (York) Directly.

## Battery Returns

For complete exchange procedure information, refer to Bulletin **18-NA-236 High Voltage Lithium-Ion Battery Section and Small Pack Exchange Procedure** in SI.

## Warranty Information

Labor Operation	Labor Time	Parts	Net / Admin Allowance
Use Labor Operation in Applicable Bulletin or Labor Time Guide	Use Published Labor Time in Applicable Bulletin or Labor Time Guide	Do Not Submit High Voltage Battery or Battery Section Part Numbers*	Submit Part Allowance Per: Applicable Bulletin (see Table for Reference)**

\*These parts are sent to dealers at no charge and must not be billed on the Transaction.

\*\*Add an additional \$20 allowance for processing the return of the battery/battery section(s).

## Version Information

Version	2
Modified	Released May 25, 2018 March 20, 2019 – Revised the Subject, added Model Year 2019 Buick LaCrosse and changed the “status” of the 2018-2019 Buick LaCrosse, 2016-2018 Chevrolet Malibu, 2016-2018 Chevrolet Silverado and 2016-2018 GMC Sierra that were previously categorized as “Yes” in the On TAC Restriction column to “No.” Added 2017-2019 Chevrolet Bolt EV Battery Section Labor Operation and Net / Admin Allowance information and remove PIC6194 and PIT5513.

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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