



Preliminary Information

PIC5404A Unable To Charge The Vehicle At A Remote Location

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	ELR	2014 - 2016	All	All	LUU	MKA
Chevrolet	Volt	2011 - 2015	All	All	LUU	MKA

Supersession Statement

This PI was superseded to update Model Years. Please discard PIC5404.

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

Condition / Concern

Some customers may state that their vehicle is not charging at times when using their 120 Volt charge cord set at a remote location (I.E: Hotel. Work, Relatives Home etc...). The customer may state that when the concern occurred, both fault indicators on the 120 volt charger was flashing " RED".

Recommendations / Instructions

The 120 Volt Charge cord set (as known as Electric Vehicle Supply Equipment) needs to be plugged into a dedicated 15 amp or greater grounded electrical receptacle. If the customer is using an electrical receptacle (AC Outlet) from a unknown source (such as a hotel or motel), the charge receptacle may not be dedicated or may have some type of ground fault that would prevent the vehicle from being charged. When this occurs, both fault indicators on the 120 volt charge cord set may flash red and the charge status indicator will be yellow. The charge cordset is built to try to recover after a calibrated time period if it detects a ground fault with its electrical power source and then it may attempt to try to charge the vehicle again and it may charge ok for a certain period of time until the charge cord set see a ground fault again.

If you experience this concern, please don't replace the charge cord set or any charger related parts on the vehicle. This may be a normal concern due to the condition of the charge receptacle or wiring at remote locations.

Some of the items below may be suggested to the customer when using a charge receptacle at remote locations.

- 1) Do not use an extension cord to extend the length of the charge cord set.**
- 2) Disconnect the charge cord set from the vehicle and the AC outlet and retry the procedure again using the reduced voltage mode.**
- 3) Try a different AC outlet at the remote location.**

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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