# Service Bulletin

Bulletin No.: 19-NA-079
Date: May, 2019

# TECHNICAL

**Subject: Propulsion Power is Reduced without DTCs on Higher Mileage Vehicles**

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|---|---|---|---|---|---|---|---|
| | | from | to | from | to | | |
| Chevrolet | Volt | 2013 | 2013 | — | — | 1.4L — RPO LUU | 4ET50 Automatic — RPO MKA |
| Opel / Vauxhall | Ampera | | | | | | |
| Holden | Volt | | | | | | |

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|---|---|
| **Involved Region or Country** | North America, Australia, Europe |
| **Condition** | Some customers may comment on a Propulsion Power is Reduced message displayed in the Driver Information Center (DIC) that was not present under the same driving conditions previously. They may also state the engine speed was very high at the time of the message or that the engine compartment had a hot smell. |
| **Cause** | • When the Hybrid/EV Battery Pack becomes discharged beyond expected limits, the system will enter a Reduced Power Mode until the Hybrid/EV Battery Pack state of charge recovers by using aggressive engine charging.<br>• This may be caused by a controls issue with normal wear of the Hybrid/EV Battery Pack. Apply the Correction below.<br>• This may also be caused by the driver not properly using the Mountain Mode feature when the vehicle is climbing steep, hilly or mountainous grades. The Condition may remain until the Hybrid/EV Battery Pack state of charge has recovered.<br>If the customer has experienced this condition, refer them to their > Owner Manual > Driving and Operating > Electric Vehicle Operating Modes > Driver Selected Operating Modes > Mountain Mode regarding proper set up and use. The new reprogramming software will not improve this experience.<br>• This may also be caused by extreme cold outside ambient temperatures. The Condition may remain until the Hybrid/EV Battery Pack temperature has recovered and stabilized. Advise the customer this could be normal vehicle behavior in extreme cold. Plug in the vehicle to keep the Hybrid/EV Battery Pack warm during the coldest days of the year. The new reprogramming software will not improve this experience. |
| **Correction** | Perform the Service Procedure. |

## Service Procedure

The Correction for this Condition is the same Hybrid Powertrain Control Module 2 Programming and Setup with SPS procedure as identified in ***Campaign #N172130462 - Customer Satisfaction Program - Loss of Propulsion Due to Low Cell Voltage***

⇒ If #N172130462 is still “Open” in IVH, then perform the Campaign. Refer to the Campaign bulletin for instructions.

⇒ If #N172130462 has been “Closed” and the customer is still experiencing the Condition, contact the GM Technical Assistance Center (TAC) for guidance.

## Parts Information

No parts are required for this repair.

## Warranty Information

⇒ ***If #N172130462: Customer Satisfaction Program - Loss of Propulsion Due to Low Cell Voltage for the vehicle is currently “Open” in IVH, then use Labor Operation 9104230 Hybrid Powertrain Control Module 2 Programming and Setup with SPS. Refer to the Campaign Bulletin for instructions.***

Warranty coverage code V applies to National Coverage and E is for California emissions (RPO PCV) for the following labor operation and is covered for 8 years or 100,000 miles (160,000 km). Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

| Labor Operation | Description | Labor Time |
|---|---|---|
| 5080288* | Diagnosis of Reduced Propulsion Power | 0.1 hr |
| *This is a unique Labor Operation for Bulletin use only. | | |

## Version Information

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|---|---|
| **Version** | 2 |
| **Modified** | Released April 16, 2019<br>May 06, 2019 – Revised the Service Procedure to refer to: #N172130462: Customer Satisfaction Program - Loss of Propulsion Due to Low Cell Voltage and updated the Warranty Information to change the warranty statements and Bulletin Only Labor Operation. |