



Service Bulletin

Bulletin No.: 18-NA-180

Date: May, 2020

WARRANTY ADMINISTRATION

Subject: Warranty Administration – High Voltage Battery Exchange Process and Transaction Submission Information

Brand:	Model:	Model Year:		VIN:		Propulsion:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Trucks	2020 and Prior		-	-	Hybrid/EV	-
Cadillac							
Chevrolet							
GMC							

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) (Electronic Service Center (ESC) in Canada) for all repairs, and pre-approved through the GM Technical Assistance Center (TAC) for full battery packs on restriction. Once approved through TAC, contact the following for part exchange:

- **U.S. Dealers:** Contact Speirs New Technologies Battery Service Center (BSC) at (405) 605-8096.
- **Canada Dealers:** Contact York Electronic Service Center (ESC) at (888) 650-9675.

Reference Information Table

The following reference information table is a summary of model years, vehicles, components, applicable bulletins, Labor Operations, and eligible Administrative Allowances. 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 minimum period of 8 years or 100,000 miles (160,000 km), whichever comes first. Certain emissions coverages may have a longer coverage period. 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	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	18-NA-236	5031400 (Powerpack) 5031050 (Battery Section)	\$270.00 (Powerpack) \$170.00 (Battery Section)
2018-2019 Buick LaCrosse	High Voltage Battery Replacement Cell Battery Module Replacement	18-NA-236	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	19-NA-214	5031030 (Battery) 5030290 (Battery Section)	\$400.00 (Battery) \$250.00 (Battery Section)
2017-2018 Cadillac CT6 Plug-in	Hybrid EV Battery Pack Replacement	19-NA-203	5031630 (Battery)	\$500.00 (Battery)
2013-2014 Chevrolet Malibu ECO	Generator Control and Battery Module Replacement (Powerpack) Generator Battery Section Replacement	18-NA-236	5031400 (Powerpack) 5031050 (Battery Section)	\$270.00 (Powerpack) \$170.00 (Battery Section)
2014 Chevrolet Impala ECO	Generator Control and Battery Module Replacement (Powerpack) Generator Battery Section Replacement	18-NA-236	5031400 (Powerpack) 5031050 (Battery Section)	\$270.00 (Powerpack) \$170.00 (Battery Section)
2014-2016 Chevrolet Spark EV	Drive Motor Battery Replacement	19-NA-192	5031030 (Battery)	\$400.00 (Battery)
2016-2019 Chevrolet Malibu E2 HEV	Drive Motor Generator Battery Replacement Drive Motor Generator Battery Section Replacement	18-NA-236	5031030 (Battery) 5030410 (Section)	\$400.00 (Battery) \$250.00 (Section)
2011-2019 Chevrolet Volt	Drive Motor Generator Battery Replacement Drive Motor Generator Battery Section Replacement	19-NA-214	5031030 (Battery) 5031700 (Section)	\$400.00 (Battery) \$250.00 (Section)
2016-2018 Chevrolet Silverado	High Voltage Battery Replacement Cell Battery Module Replacement	18-NA-236	5031630 (Battery) 5030410 (Cell Battery Module)	\$250.00 (Battery) \$250.00 (Module)
2016-2018 GMC Sierra	High Voltage Battery Replacement Cell Battery Module Replacement	18-NA-236	5031630 (Battery) 5030410 (Cell Battery Module)	\$250.00 (Battery) \$250.00 (Module)
2017-2020 Chevrolet Bolt EV	Drive Motor Battery Replacement	19-NA-194	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.

Battery Returns

For complete exchange procedure information, refer to Service Bulletin for the applicable product in the table above. Failed battery and a copy of the job card must be returned within 30 days of receipt of the exchange component.

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)**

*Warranty 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	3
Modified	<p>Released May 25, 2018</p> <p>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.</p> <p>April 28, 2020 – Added the 2020 Model Year and updated the information under High Voltage Battery Exchange Process and Transaction Submission Information, Reference Information Table and Battery Returns sections.</p>

