



Service Bulletin

Bulletin No.: 19-NA-242

Date: June, 2020

INFORMATION

Subject: Information on High Voltage Battery Pack Refurbish Kit

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	ELR	2014	2016	—	—	—	—
Chevrolet	Volt	2011	2015	—	—	—	—

Involved Region or Country	North America
Information	<p>Note: All usage for the pack requires TAC authorization.</p> <p>A lower cost, high voltage battery pack refurbish kit is now available when the battery pack assembly needs to be replaced.</p> <ul style="list-style-type: none"> – This refurbish kit includes 3 refurbished P1.7 lithium sections. <p>Pack Kit 19418875 can be used in place of a full (New) P1.4, P1.5, or P1.7 pack or when a section is unavailable.</p> <p>Note: For 2011-2012 models, the HPCM2 will need to be reprogrammed to support the P1.7 pack. TAC will contact Techline to have the calcs ported over for that VIN.</p> <p>⇒ The GM Technical Assistance Center (TAC) must be contacted to authorize a refurbish kit. Please review Service Bulletin 19-NA-214 for information required. Once TAC gives the authorization, U.S. dealers should contact the GM Battery Service Center (BSC) at 1-833-334-6272. In Canada, TAC will order the Drive Motor Battery Pack through York Electronics in Oshawa.</p>

Service Procedure

Note: The chemistry inspection is only required for 2011 and 2012 model years.

Please review *Hybrid/EV High Voltage Battery Chemistry Inspection* or *High Voltage Lithium-Ion Battery Section and Small Pack Exchange Procedure* under 2011-2012 Volt Specific Requirements before proceeding.

Important: The P1.7 pack kit will come pre-balanced from the BSC at 30% charge.

Refer to *Hybrid/EV Battery System* in SI to verify the pack is balanced.

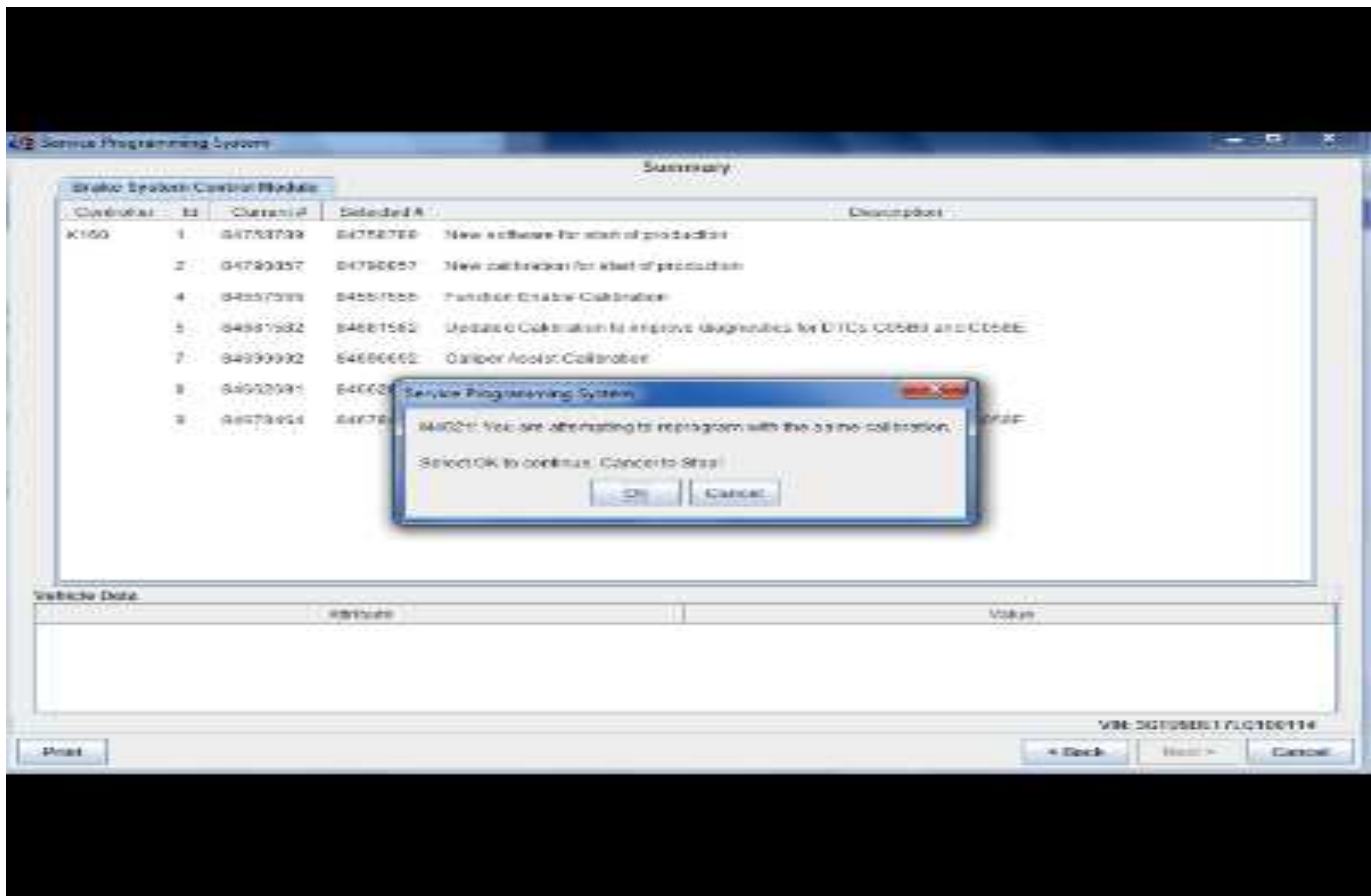
Note: The HPCM2 will need to be reprogrammed to support the P1.7 pack. TAC will contact Techline to have the calibrations ported over for that VIN.

For the repair procedure, refer to *High Voltage Battery Overhaul* in SI.

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



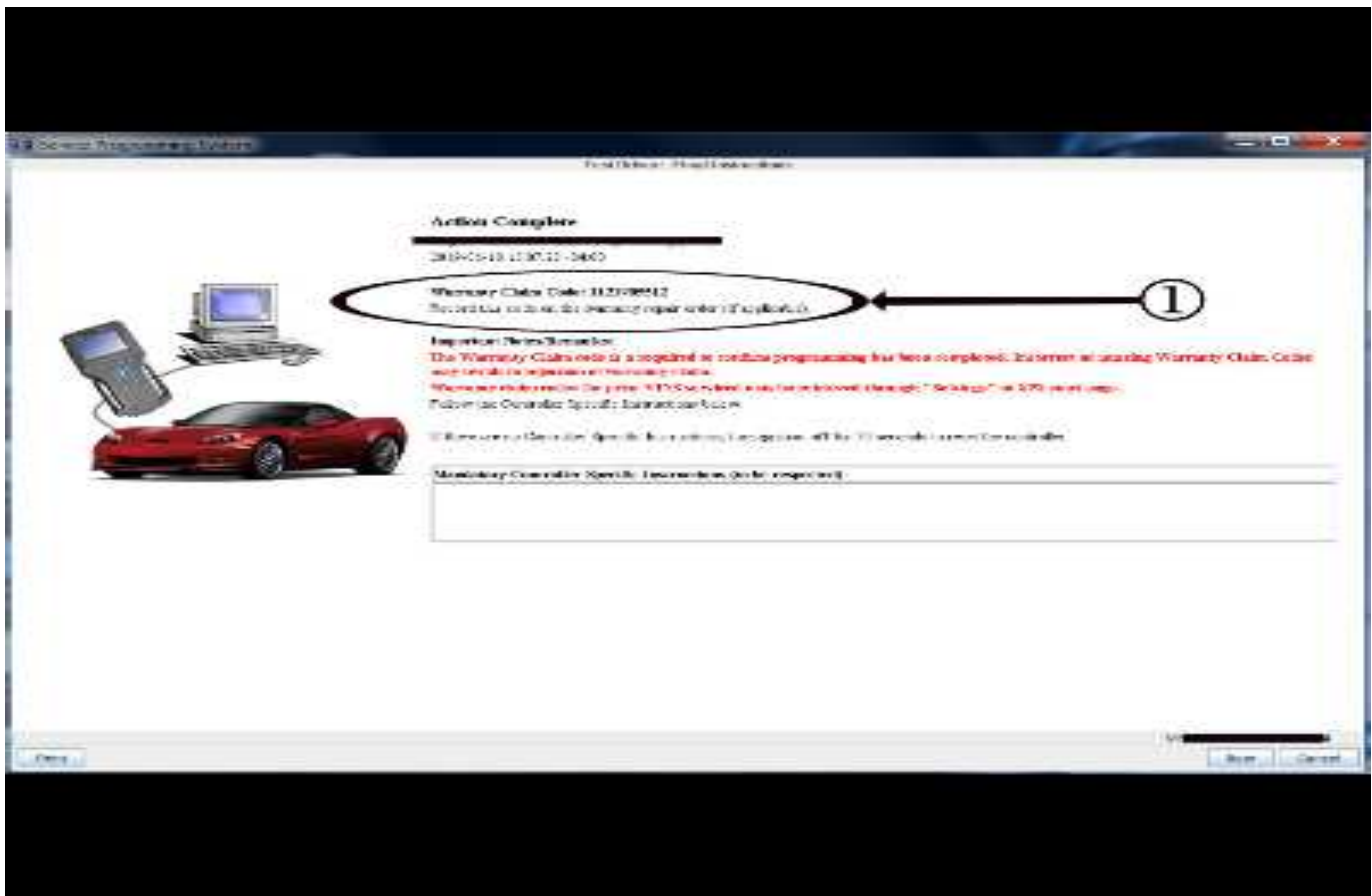
5431207

Important: TIS2WEB screen shown. Techline Connect screen is similar and will be included soon.

Important: If the Same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming

System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty Information section of this bulletin.

1. Reprogram the HPCM2 for the 2011-2012 models. Refer to *Hybrid Powertrain Control Module 2 Programming and Setup* in SI. Modify as required (e.g., select x module from the controller screen). Then provide step-by-step instructions or refer to SI procedure.



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Important: TIS2WEB screen shown. Techline Connect screen is similar and will be included soon.

Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

2. Record the SPS Warranty Claim Code on the job card for warranty transaction submission.

Parts Information

Note: This Kit is shipped in 3 different section cocoons with the VIN number on the order.

Causal Part	Description	Part Number	Qty
X	BATTERY, HIGH VLTG (CONTAINS SECTION #1,2, & 3)	19418875	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
5031742	High Voltage Battery Overhaul	Use Published Labor Operation Time
2810265**	Hybrid Powertrain Control Module 2 Reprogramming with SPS	
<p>Important: **To avoid warranty transaction rejections, carefully read and follow the instructions below:</p> <ul style="list-style-type: none"> The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction. When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS. 		

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	2
Modified	Released October 23, 2019 May 26, 2020 – Added the 2013-2015 Model Years to the Volt, added the Cadillac ELR, removed the Additional Options (RPO) section, added a Note at the beginning of the Information and Service Procedure sections, added HPCM2 programming information in the Service Procedure and a Warranty Information section.

