

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5696  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 1, 2021

Subject: N202307990 - Customer Satisfaction Program  
Increased Customer Notification

Models: 2016 – 2018 Chevrolet Volt

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N202307990 today. The total number of U.S. vehicles involved is approximately 67,415. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in March.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated March 2, 2021 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

## N202307990 Increased Customer Notification



Release Date: March 2021

Revision: 00

**Attention:** This program is in effect until March 31, 2023.

| Make      | Model | Model Year |      | RPO | Description |
|-----------|-------|------------|------|-----|-------------|
|           |       | From       | To   |     |             |
| Chevrolet | Volt  | 2016       | 2018 |     |             |

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

|                   |                                                                                                                                                                                                                                                                                                                              |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Condition</b>  | Certain 2016 - 2018 model year Chevrolet Volt vehicles may have a condition related to the high voltage battery which could gradually lose the ability to maintain voltage. If battery concerns are not addressed, the vehicle could enter a reduced propulsion mode while driving, or lose propulsion, or it may not start. |
| <b>Correction</b> | Dealers are to update the Hybrid Powertrain Control Module 2 (HPCM2). This software update is intended to increase the amount of warning time provided.                                                                                                                                                                      |

### Parts

No parts are required for this repair.

### Warranty Information

| Labor Operation | Description                                                                                                 | Labor Time | Trans. Type | Net Item |
|-----------------|-------------------------------------------------------------------------------------------------------------|------------|-------------|----------|
| 9105391*        | Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration | 0.2        | ZFAT        | N/A      |
| 9105392*        | Hybrid Powertrain Control Module 2 Reprogramming with SPS                                                   | 0.4        |             |          |

**Important:** \* To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The Warranty Claim Code must be accurately entered in the "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 "Warranty Claim Code field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS/SPS2.

### Warranty Claim Code Information Retrieval

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

- Open TLC/TIS on the computer used to program the vehicle.
- Select and start SPS/SPS2.
- Select Settings.
- 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.

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### Service Procedure

**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](http://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, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

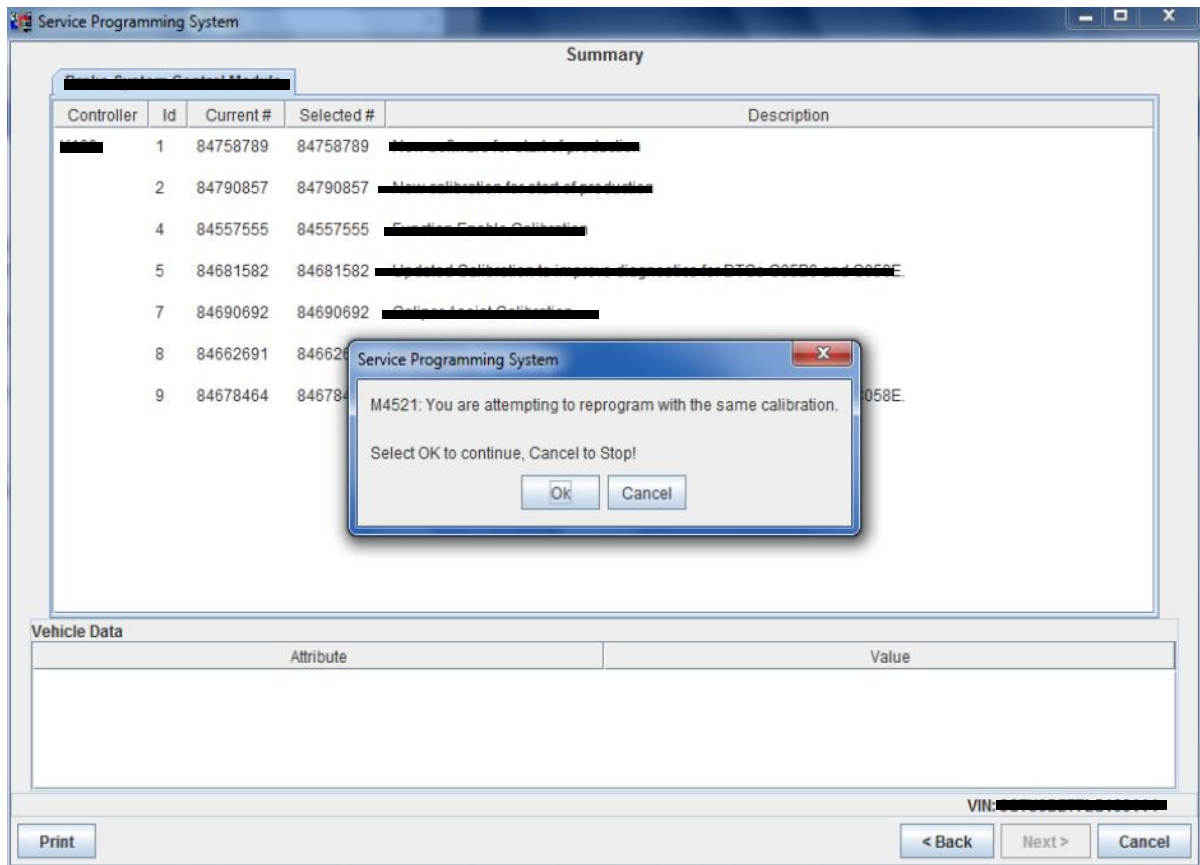
The screenshot shows the Techline Connect software interface. At the top, there's a header with the GM logo, 'Techline Connect Version: 1.6.0 Validation', and various status icons. Below the header is a navigation bar with tabs for DASHBOARD, GDS2, SI, and SPS2. The SPS2 tab is active. A modal dialog box is open in the center, displaying the message: 'M4521: You are attempting to reprogram with the same calibration. Select OK to continue, Cancel to Stop!'. The dialog has 'OK' and 'Cancel' buttons. In the background, a table titled 'Programming' is visible, showing columns for Controller, ID, and Current #. The table contains several rows of data, including controller IDs like K17 and current numbers like 1, 2, 3, 4, 5, 6, 7. At the bottom of the interface, there are buttons for Print, Save to PDF, ECU Data, Back, Start Programming, and Cancel. A VIN field is also visible at the bottom right.

| Controller | ID | Current # |
|------------|----|-----------|
| K17        | 1  | 84820771  |
| K17        | 2  | 84820790  |
| K17        | 3  | 84820797  |
| K17        | 4  | 84820801  |
| K17        | 5  | 84820808  |
| K17        | 6  | 84820819  |
| K17        | 7  | 84820825  |

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# Customer Satisfaction Program

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**Important:** Techline Connect and TIS2WEB screens shown above.

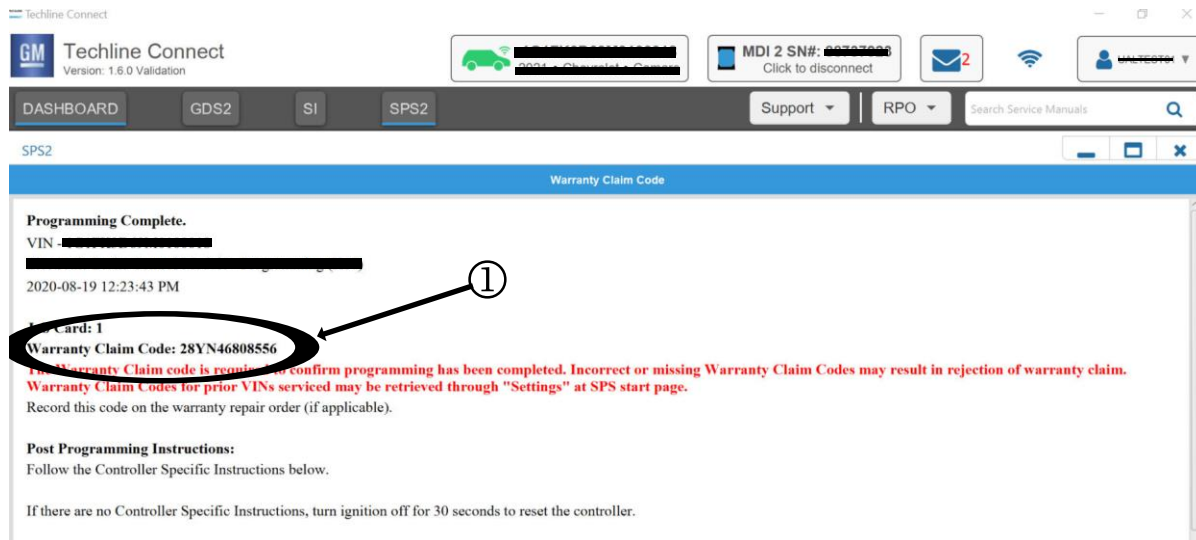
**Important:** If the same calibration/software warning is noted on the TLC or SPS Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

**Important:** When programming a module in GM's new Vehicle Intelligence Platform, or VIP, the power mode (ignition) needs to be off or errors may occur. This involves the 2020 Chevrolet Corvette, Cadillac CT5 and CT4, as well as the upcoming full-size Chevrolet, GMC, Cadillac SUVs and Buick Envision. Serial Data Message Authentication also needs to have the ignition off.

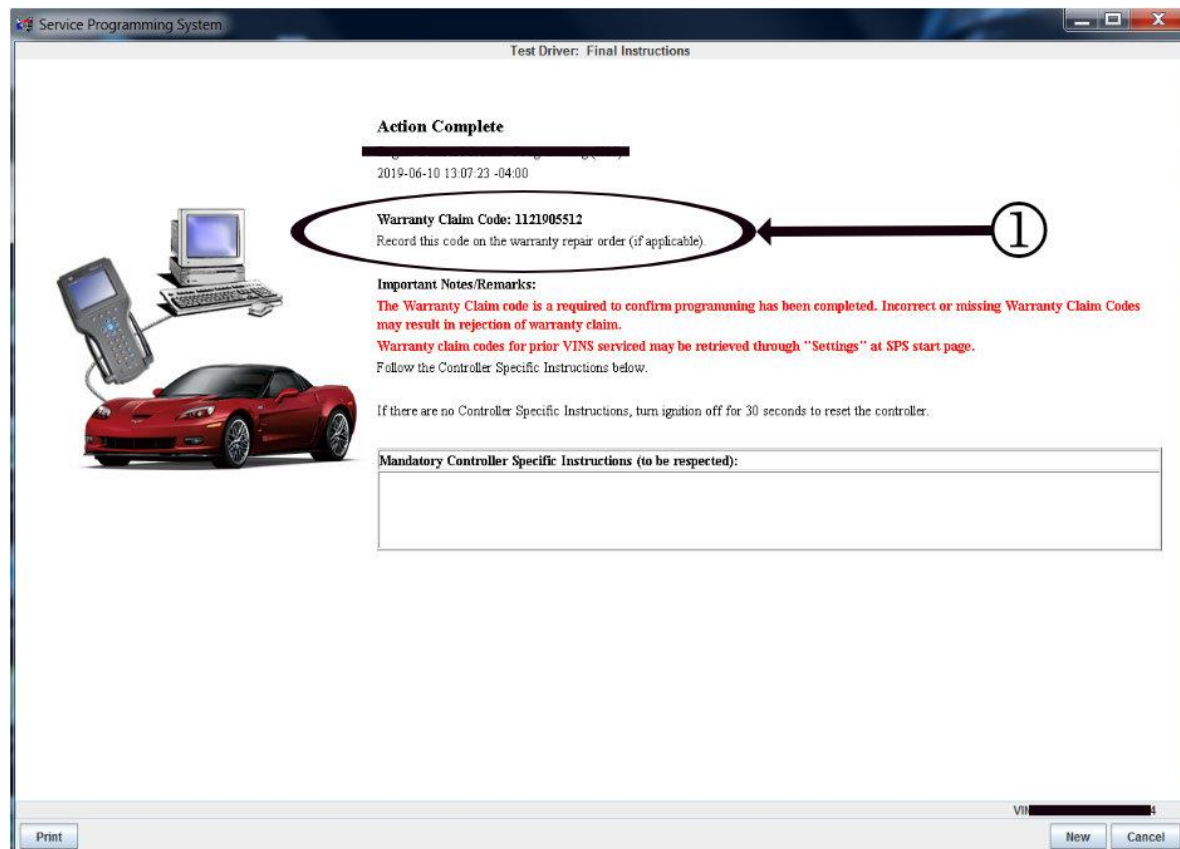
1. Reprogram the Hybrid/EV Powertrain Control Module 2. Refer to *K114B Hybrid/EV Powertrain Control Module 2: Programming and Setup* in SI.

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**Note:** The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

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

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

# Customer Satisfaction Program

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### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through March 31, 2023. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, through March 31, 2023, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

### Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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



**We Support  
Voluntary Technician  
Certification**

# Customer Satisfaction Program

## N202307990 Increased Customer Notification



March 2021

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2016 - 2018 model year Chevrolet Volt may have a condition related to the high voltage battery which could gradually lose the ability to maintain voltage. If battery concerns are not addressed, the vehicle could enter a reduced propulsion mode while driving, or lose propulsion, or it may not start.

Your satisfaction with your Volt is very important to us, so we are announcing a program to increase the driver warning time if this condition were to occur.

**What We Will Do:** Your GM dealer will update the Hybrid Powertrain Control Module 2. This service will be performed for you at **no charge until March 31, 2023**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

| Division              | Number         | Text Telephones (TTY) |
|-----------------------|----------------|-----------------------|
| Chevrolet             | 1-800-630-2438 | 1-800-833-2438        |
| Puerto Rico – English | 1-800-496-9992 |                       |
| Puerto Rico – Español | 1-800-496-9993 |                       |
| Virgin Islands        | 1-800-496-9994 |                       |

We truly appreciate you taking the time to update your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Volt provides you many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

N202307990