



# Service Bulletin

Bulletin No.: 19-NA-242

Date: March, 2022

## 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><b>Note:</b> 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 for certain repairs where cell replacement is needed.</p> <p>– This refurbish kit includes a combination of 3 refurbished or new P1.7 lithium sections. This refurbish kit 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><b>Note:</b> For 2011-2012 models (without RPO YK8), 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.</p> <p><b>Note:</b> The Battery Service Center (BSC) will provide 3 best available sections to match the vehicles capacity at time of order. Pricing can vary daily for customer pay situations based on inventory at time of quote.</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* in SI 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](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.

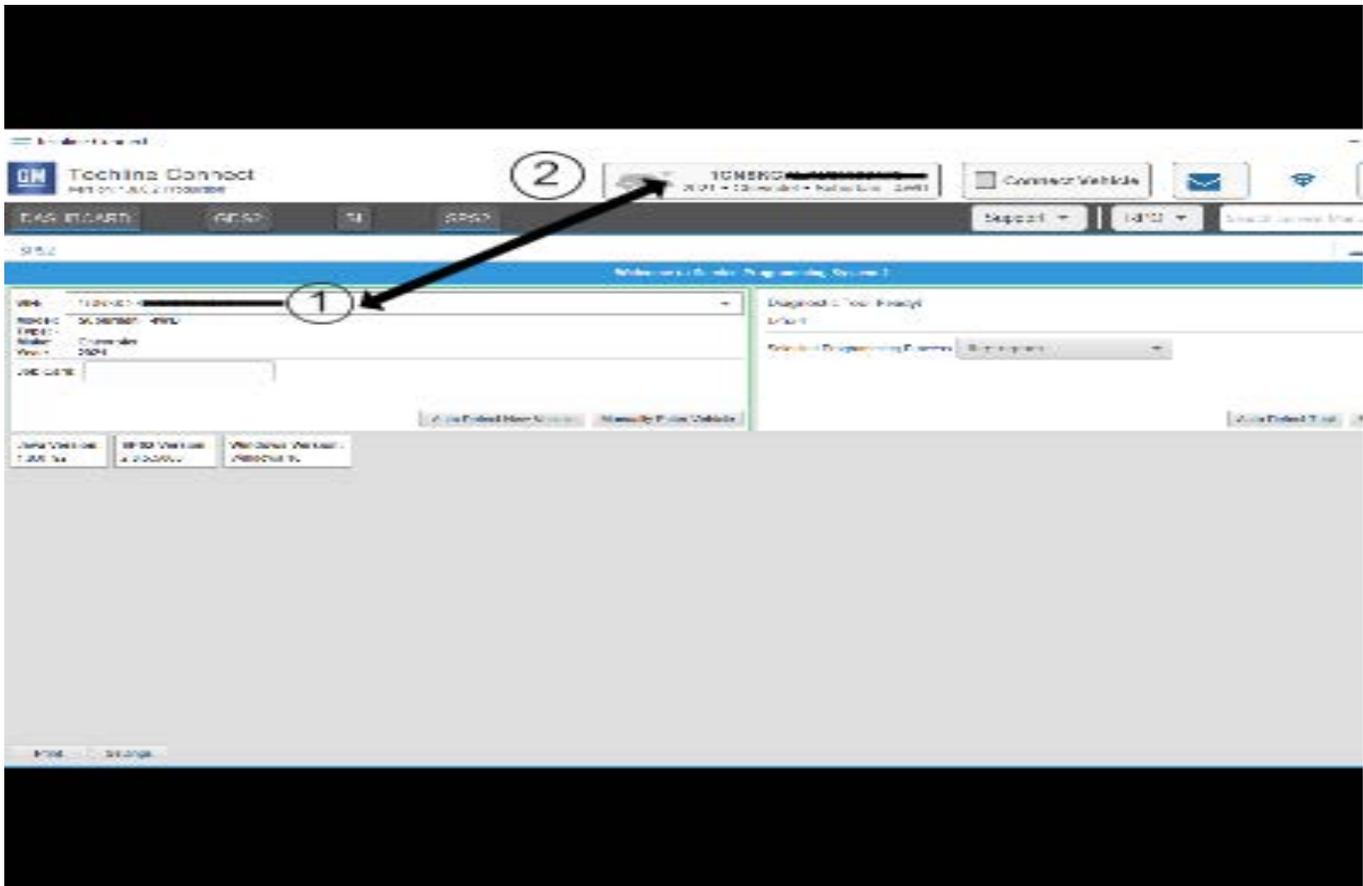
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Please verify that the radio time and date are set correctly before inserting USB drive into vehicle for programming, **otherwise an error will result.**
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

**Important:** The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

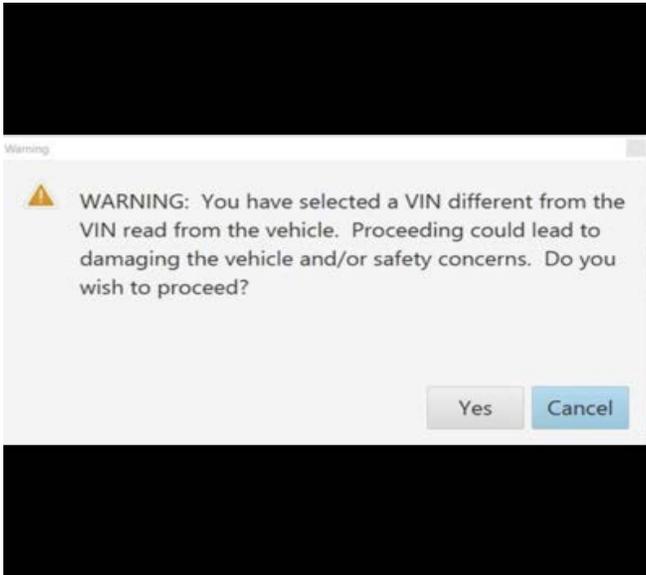
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.

- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

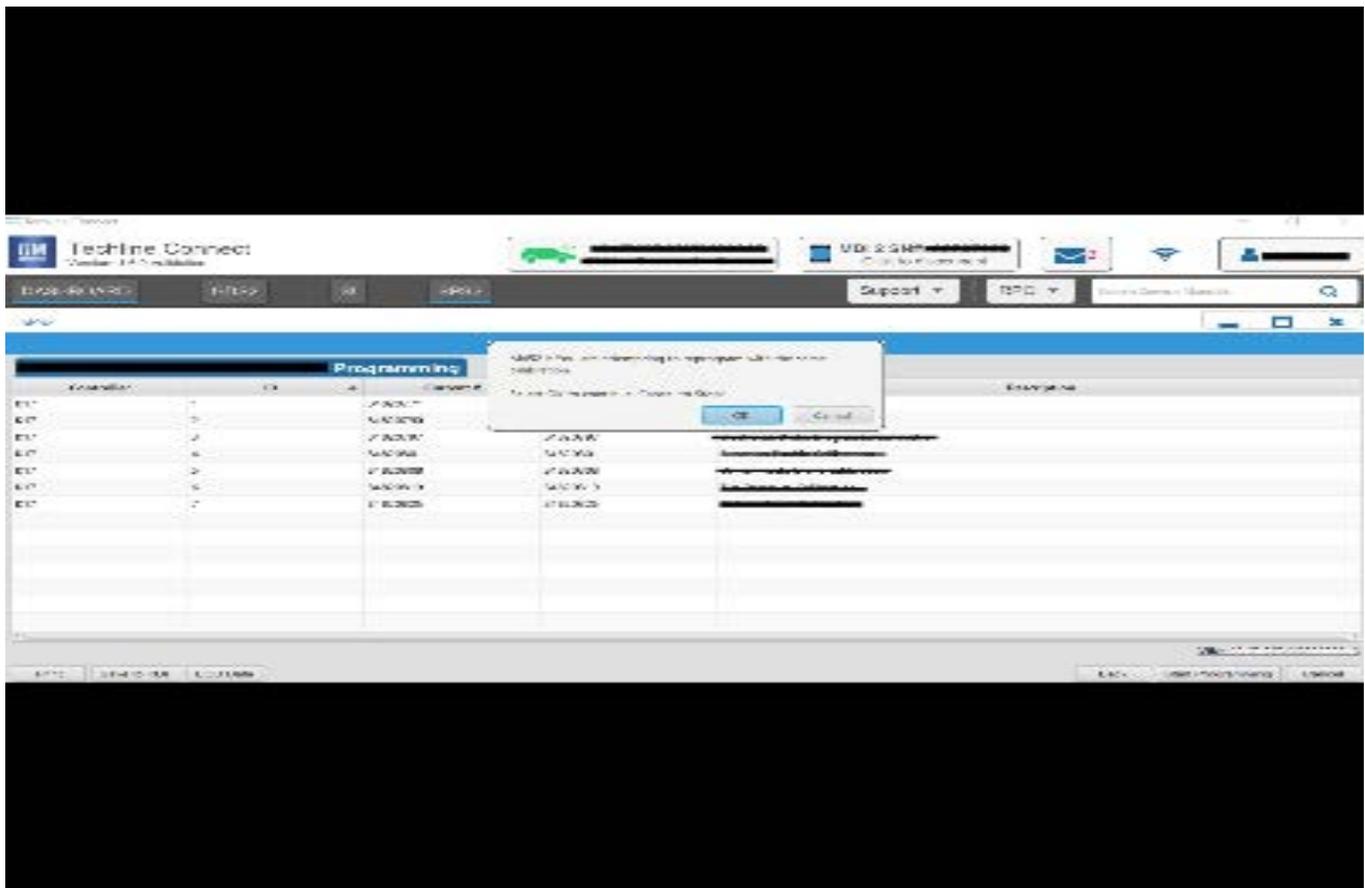
**Caution:** Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.



**Important:** If the vehicle VIN DOES NOT match, the message below will be shown.



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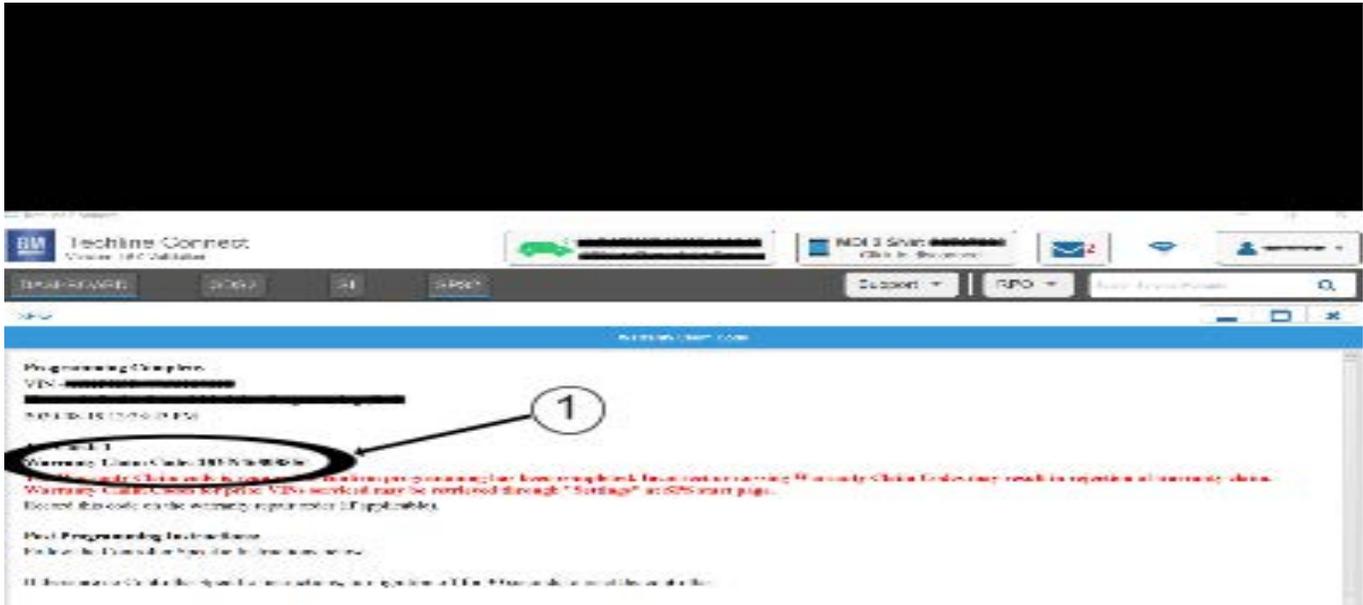


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**Important:** Techline Connect screen shown above.

**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 Warranty Claim Code (WCC) is located in the Service Programming System dialogue box of the SPS Summary screen. Document the WCC on the job card. 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 the Service Manual.



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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.

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

## 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><b>Important:</b> **To avoid warranty transaction rejections, carefully read and follow the instructions below:</p> <ul style="list-style-type: none"> <li>The Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.</li> <li>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/SPS2.</li> </ul>		

### Warranty Claim Code Information Retrieval

If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
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.

<b>Version</b>	3
<b>Modified</b>	<p>Released October 23, 2019</p> <p>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.</p> <p>March 11, 2022 – Added additional information to the Information section, updated programming steps under Service Procedure and removed the Parts Information section.</p>

