

# Service Update

## N212345751 High Voltage Battery Software Update (New/Unsold Dealer Inventory Only)



Release Date: March 2022

Revision: 00

**Attention:** This Service Update includes a software update for vehicles in new dealer inventory.

**This Field Action must only be completed by Chevrolet EV certified dealers who have met all Bolt specific training, tool and equipment requirements. Repairs must be performed by a technician who has successfully completed the required training.**

Vehicles involved in this field action were initially placed on stop delivery as part of Safety Recall N212345940 on August 20, 2021. The VINS included in this Service Update can be released from stop delivery once the Advanced Diagnostic Software Package has been installed according to the instructions in this bulletin.

**This bulletin is applicable to only certain model year 2022 Bolt EV and Bolt EUV vehicles.**

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Bolt EV	2022	2022		
	Bolt EUV	2022	2022		

This service update should be performed on vehicles in new dealer inventory only. 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 2022 model year Chevrolet Bolt EV and Bolt EUV vehicles require an Advanced Diagnostic Software package. There is no safety issue associated with this condition.
<b>Correction</b>	Dealers will reprogram modules using the ZFA – Field Action Multimodule Coordinated Sequence.

### Parts

No Parts Required

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106059	ZFA – Field Action Multimodule Coordinated Sequence	0.7	ZFAT	N/A
9106214	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	*

### Floor Plan Reimbursement – NEW INVENTORY ONLY

\* **USA & Canada Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message in N212345940 (August 20, 2021) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 222 days):

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2022 Chevrolet Bolt EV	\$4.14	\$5.25
2022 Chevrolet Bolt EUV	\$5.18	\$5.88

### Service Procedure

#### Programming

**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 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

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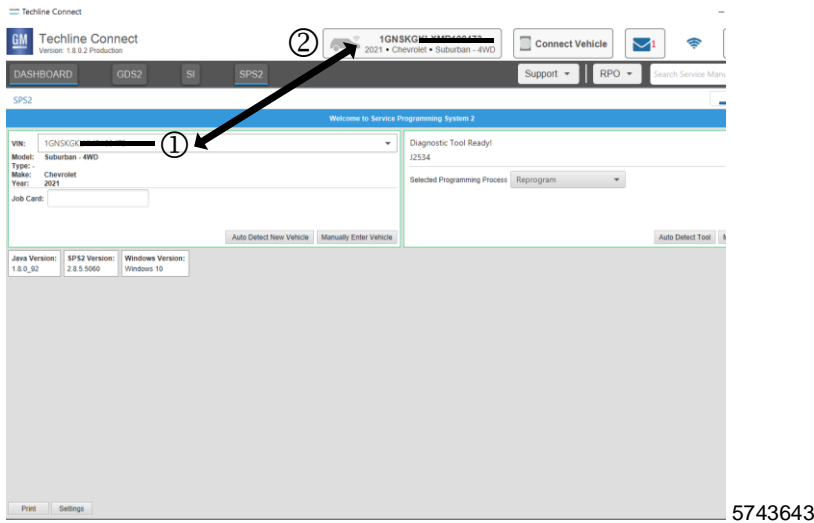


- Follow the on-screen prompts regarding ignition power mode but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc.) is off.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

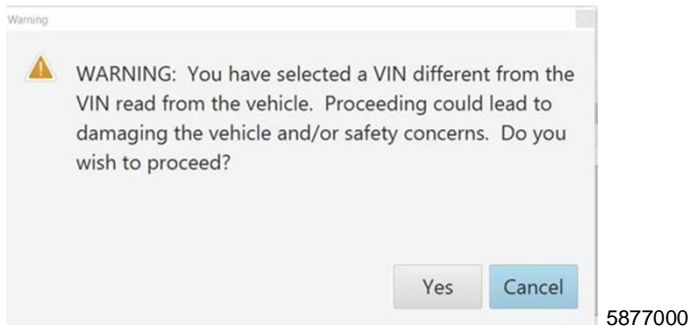
**Important:** The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- 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.

**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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The screenshot shows the Techline Connect SPS2 Programming interface. A table lists controllers with columns for Controller, ID, Current #, and Description. A dialog box is overlaid on the table with the following text:

M4521: You are attempting to reprogram with the same calibration.  
Select OK to continue, Cancel to Stop!

Controller	ID	Current #	Description
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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The screenshot shows the Service Programming System Summary screen. A table lists controllers with columns for Controller, Id, Current #, Selected #, and Description. A dialog box is overlaid on the table with the following text:

M4521: You are attempting to reprogram with the same calibration.  
Select OK to continue, Cancel to Stop!

Controller	Id	Current #	Selected #	Description
	1	84758789	84758789	
	2	84790857	84790857	
	4	84557555	84557555	
	5	84681582	84681582	
	7	84690692	84690692	
	8	84662691	84662691	
	9	84678464	84678464	

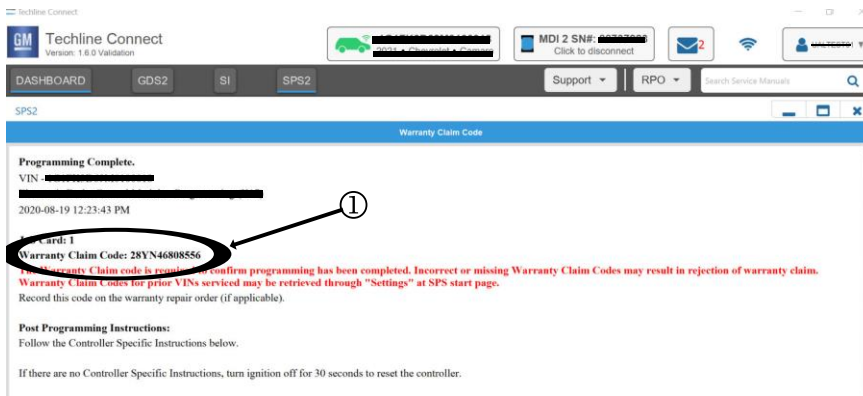
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**Important:** Techline Connect and TIS2WEB screens shown above.

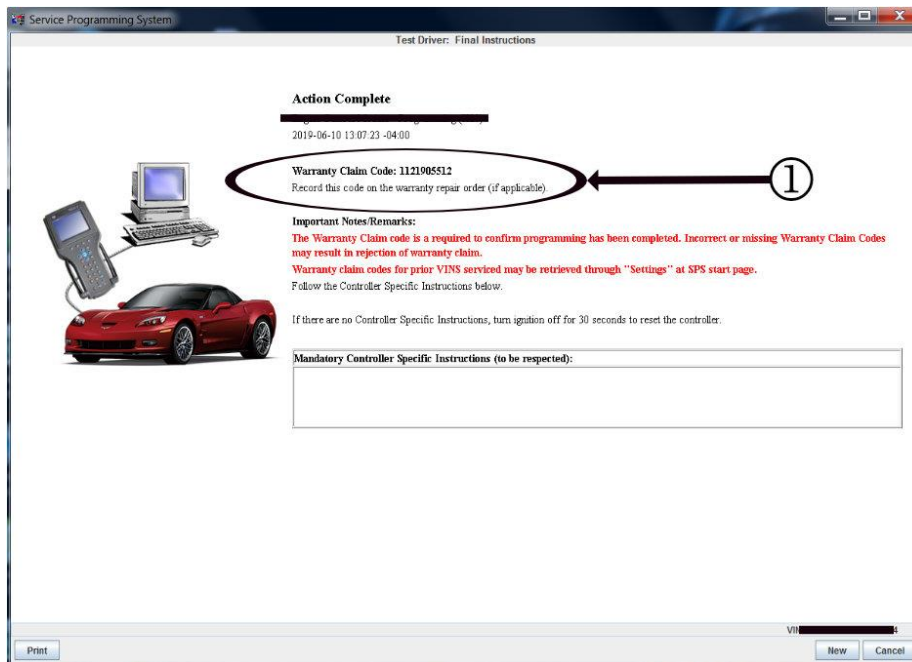
**Important:** If the same calibration/software warning is noted on the TLC or SPS Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required.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

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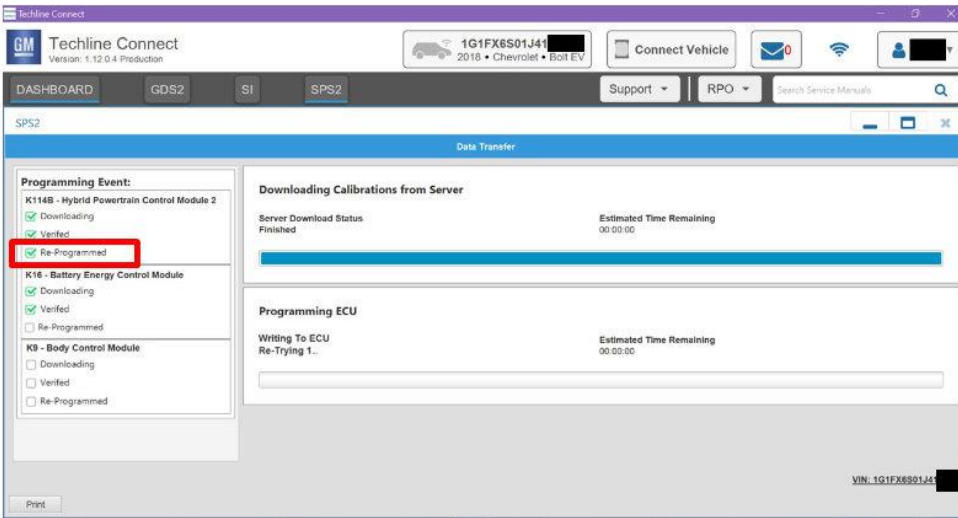
**Note:** The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

**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.

1. Reprogram the sequential multiple modules through SPS/Techline Connect (SPS and Techline Connect screens shown) by selecting **"ZFA – Field Action Multimodule Coordinated Sequence"** on the select controller screen and select **"Programming"** for the Select Function/Sequence". Select **"Next"** and follow all on screen instructions. In SPS, scroll down to view all instructions prior to programming.

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**Note:** The first module in the sequence is the K114B HPCM2 which is programmed with Ignition OFF and the brake pedal depressed to keep communications awake. The second module in the sequence is the K16 BECM, which is programmed with Ignition ON/Propulsion OFF. The third module is the K9 BCM, which is also programmed with Ignition ON/Propulsion OFF.

**Note:** Failure to make the transition to Ignition ON/Propulsion OFF may result in having to restart the sequential programming. Sequential programming may SKIP some modules if they already have the latest available calibration.

2. Remain in the vehicle with the brake pedal depressed during the programming of the K114B HPCM2. When the green check mark indicates the K114B HPCM2 has been re-programmed, as shown in the image, release the brake pedal and transition to Ignition ON/Propulsion OFF.
3. After programming has fully completed, clear DTCs. Let the vehicle sleep for 1 minute after removing the MDI, powering OFF, and closing all doors.

### Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles.

### Dealer Reports

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin 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 not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

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.



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GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6098  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 29, 2022  
Subject: N212345751 - Service Update Bulletin  
For New/Unsold Dealer Inventory  
High Voltage Battery Software Update  
Models: 2022 Chevrolet Bolt EV and Bolt EUV  
To: All General Motors Dealers

General Motors is releasing Service Update N212345751 today. This bulletin is applicable to certain model year 2022 Bolt EV and Bolt EUV vehicles in new dealer inventory. The total number of U.S. vehicles involved is approximately 446. Please see the attached bulletin for details.

These vehicles require the Advanced Diagnostic Software procedure contained in the attached bulletin. They do NOT require a High Voltage Battery replacement.

This Field Action must only be completed by Chevrolet EV certified dealers who have met all Bolt specific training, tool and equipment requirements. Repairs must be performed by a technician who has successfully completed the required training.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated March 29, 2022. A list of involved vehicles in dealer new inventory is attached to this message.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS