



Bulletin No.: PIC6452A

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Preliminary Information

PIC6452A 2019 MY Bolt EV Only - Unable to Charge, Charge Port Lock Actuator Engaged and Will Not Unlock, DTCs P3014, P302D

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Bolt EV	2019	All	All	All	All

Involved Region or Country	North America
Condition	Some customers may comment they are no longer able to charge their vehicle due to the Battery DC Charge Port Lock in the closed position. The technician may also find DTC P3014 Hybrid/EV Battery DC Charging Port Lock Stuck Closed and/or DTC P302D Charge Port Lock Actuator Position Sensor Circuit Performance active or in history.
Cause	This condition is currently under investigation by GM Engineering.

Correction:

GM Engineering is working on the root cause of the issue and developing a permanent solution.

While Engineering is working on a permanent fix, please contact Technical Assistance to set up a case for tracking purposes.

Technical Assistance will ask you to obtain additional details from the customer/vehicle driver to help facilitate investigation of the issue, listed below.

1. When and where (home/work/public) was the last time, you successfully plugged in your vehicle and charged?
2. Charger level used level 1 (120-volt AC) Level 2 (240-volt AC) Level 3 (440-volt DC)
3. How frequently do you use this particular charging station?
4. Since the time of your last successful charge, have you done anything unique or outside of your normal driving or charging routines?
5. Is the vehicle set up with a Charging Schedule or is it set up to Charge Immediately? Look for this information in the charging screens in the center stack.
6. Do you use the myChevrolet App?
7. Do you receive the monthly OnStar Vehicle Diagnostics Report? If so, when did you receive the last email?

After contacting TAC and providing them with the above required information, please perform the follow steps to reset the DC Charge Port Lock Actuator to enable the customer to charge their vehicle.

DO NOT replace the DC charge port receptacle unless it is physically damaged.

Steps to Reset the Charge Port Actuator Lock:

1. Using the GDS2 tool, got to (K114B) Hybrid/EV Powertrain Control Module 2/
2. Select Equipped "Power Line Communication Module (CBT)"
3. Control Functions/ DC Charge Port Lock

4. Cycle the Hybrid/EV Battery DC Charging Port Lock a couple of times.
5. Clear Codes.
6. Allow the vehicle to enter a sleep cycle (fully powered down) for at least two minutes with MDI unplugged from DLC along with hood and doors closed
7. Plug-in, charge the vehicle as normal for a few mins to verify charging function.
8. Return the vehicle to the customer.

Note: if DC Charge Port lock function is not listed under Control Functions verify that under Selected Vehicle Configuration that Power Line Communication module (CBT) Value reads Equipped, if not this will need to be changed to show function.

Warranty Information

For vehicles repaired under the EV coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2888498	Hybrid/EV Battery DC Charging Port Lock Reset	0.4 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	2
Modified	03/07/2022 - Created on. 03/10/2022- Updated to Add Questions 7 and 8



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