

Service Update

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



Release Date: May 2022
Revision Description: This bulletin has been revised in the Service Procedure and Warranty Information section to include 12 Volt Battery Replacement (if necessary). Please discard all previous copies of bulletin N212345751.
Revision: 01

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.

| | |
|-------------------|--|
| Condition | 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. |
| Correction | Dealers will reprogram modules using the ZFA – Field Action Multimodule Coordinated Sequence. |

Parts

| Quantity | Part Name | Part No. |
|-------------|-------------------|----------|
| If Required | Battery (12 Volt) | 88866037 |

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 | | * |
| 9106285 | 12 Volt Battery Initial Charge and Test – (with passing result) | 0.2 | | N/A |
| 9106286 | 12 Volt Battery Initial Charge and Re-Test Add Time: Battery Replacement | 0.4 0.3 | | N/A |

IMPORTANT: Some vehicles involved in this campaign may be inoperative due to low 12 Volt system power levels. If your inventory vehicle does not start due to extended vehicle storage, it is an acceptable practice to use a battery jump box to power up the vehicles for short distance travel (such as from a storage lot). With the vehicle in the repair facility, use the following steps to diagnose the health of the 12 Volt battery. Either Labor Code 9106285 or 9106286 may be used, (if applicable), but **NOT BOTH**.

IMPORTANT: This is not a vehicle warranty transaction; it is part of the campaign remedy. The charge and test/12 Volt battery replacement is only permitted for this field action because the high voltage battery maintains the 12 Volt battery. Given the length of time the vehicles have been on stop delivery without guidance on maintaining the high voltage battery state of charge, a **one-time** 12 Volt battery replacement is permitted without maintenance documentation. Do not replace the 12 Volt battery until the vehicle is ready to receive the Advanced Diagnostic Software Procedure.

IMPORTANT: The ZFA – Field Action Multimodule Coordinated Sequence programming must be used. Failure to use this sequential programming procedure will result in claim rejection.

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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

12 Volt Battery Charge and Test (if required due to no start)

Note: Claims must include the complete 15 character (17 with hyphens) test code for Midtronics GR8, or 20 character (no hyphens) test code for E-XTEQ DCBS in the Labor Code Dependency field in GWM.

1. Assess the condition of the 12 Volt Battery. Refer to *Battery Inspection/Test* in SI.
 - a. If the 12 Volt Battery passes the initial Battery Inspection/Test, claim labor op 9106285 and proceed to the programming section.
 - b. If the 12 Volt Battery fails the initial Battery Inspection/Test, proceed to the next step.
2. If a vehicle requiring charging fails the initial test, retain the test printout and RETEST again using the required "Diagnostic Charge" (GR8) or "Diagnostic – Trolley" (DCBS) process. The retest is covered as follows:
 - If upon retest the battery PASSES, the vehicle can proceed to the ZFA – Field Action Multimodule Coordinated Sequence programming procedure. Dealers may claim labor op 9106286 for performing the initial test and retest per labor table above. The transaction must be H-routed to the Warranty Support Center with a copy of both the initial test and the retest result printouts attached to the transaction. Enter the 1st code (obtained from initial test) in the Battery Tester Code field of the transaction.
 - If the battery FAILS the retest, replace the 12 Volt battery, Refer to Battery Replacement in SI. Dealers may claim labor op 9106286, including add time for replacing the 12 Volt battery per labor table above. The transaction must be H-routed to the Warranty Support Center with a copy of both the initial test and the retest result printouts attached to the transaction. Enter the 1st code in the Correction portion of the 3 C's and 2nd code (retest) in the Battery Tester Code field of the transaction.

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 for further information. If not available, connect a fully charged 12 Volt 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.
- 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.

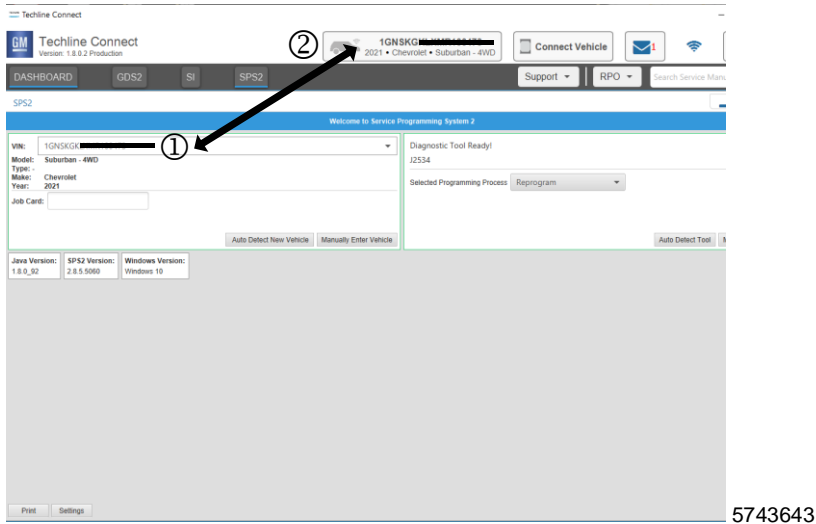
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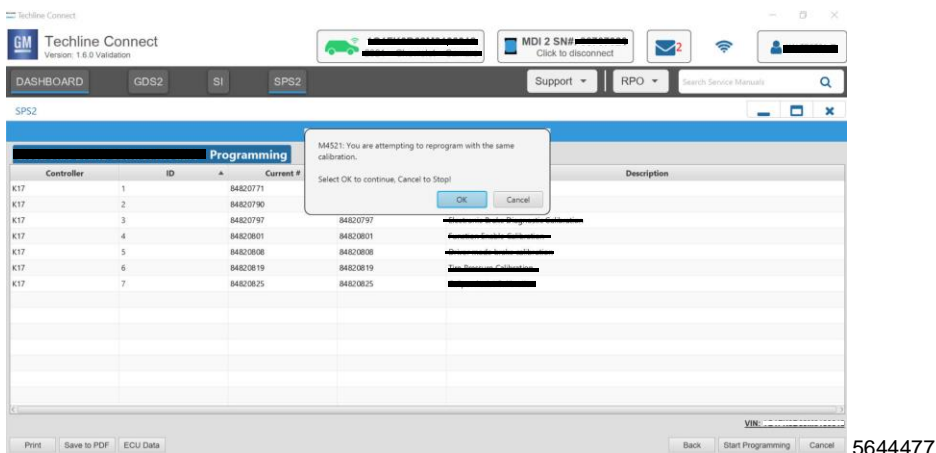
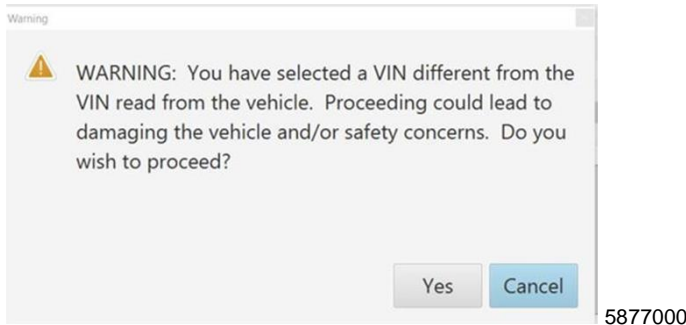


- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in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

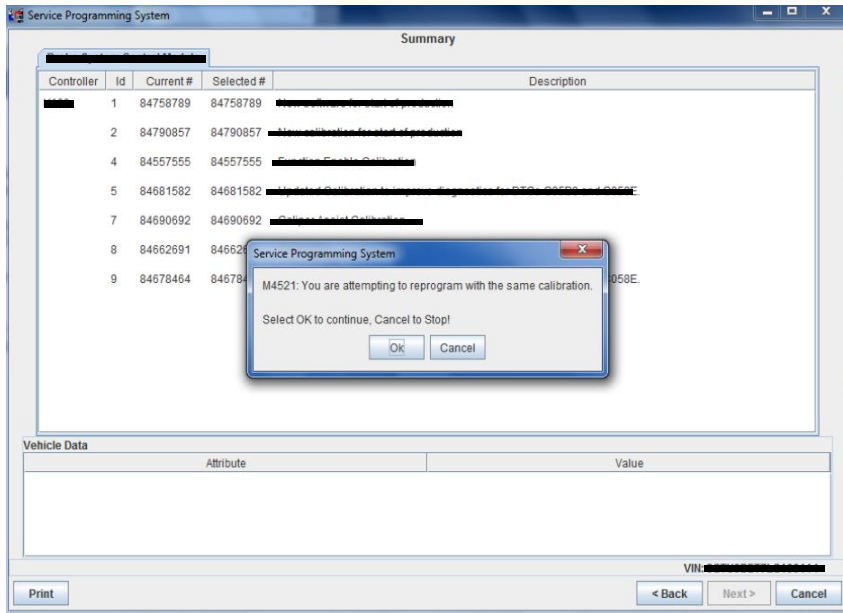


Important: If the vehicle VIN DOES NOT match, the message below will be shown.



Service Update

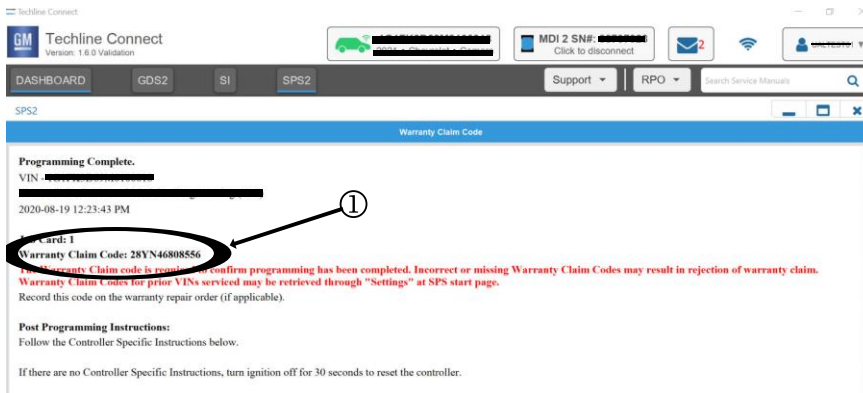
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Important: Techline Connect and TIS2WEB screens shown above.

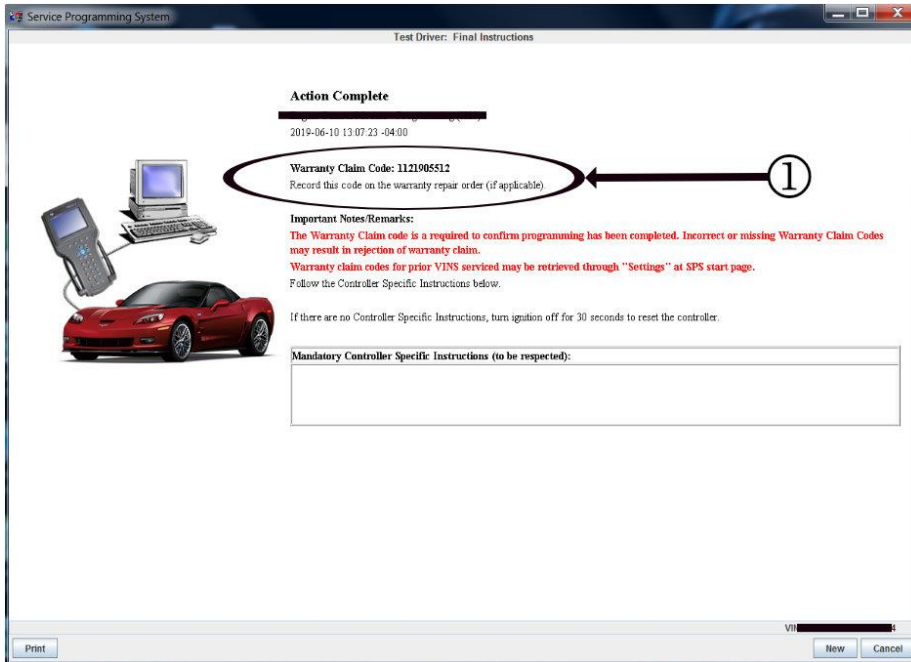
Important: If the same calibration/software warning is noted on the TLC or SPS Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer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



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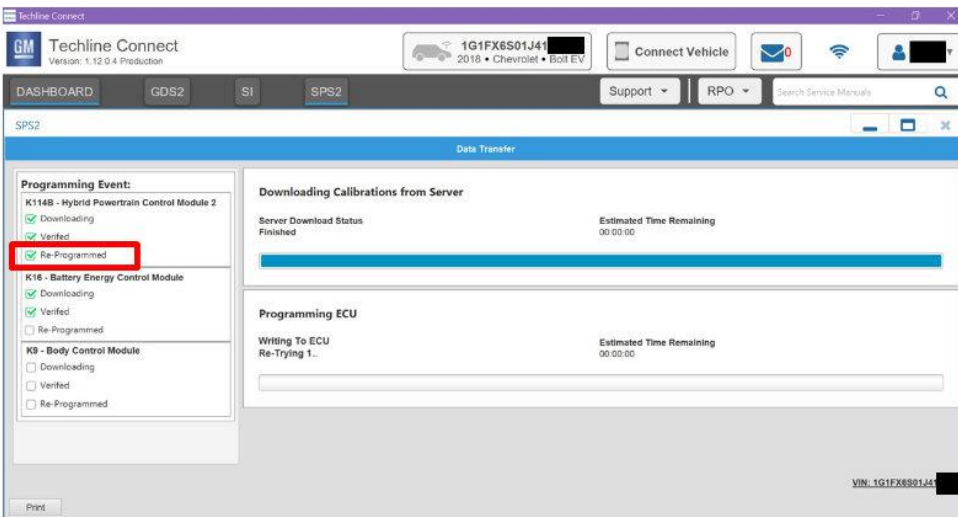


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Note: The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

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.

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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.



GLOBAL SAFETY FIELD INVESTIGATIONS
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Date: May 02, 2022

Subject: REVISION: N212345751-01 – Service Update Bulletin
High Voltage Battery Software Update (New/Unsold Dealer Inventory
Only)
Revised Service Procedure and Labor Table

Models: 2022 Chevrolet Bolt EV
2022 Chevrolet Bolt EUV

To: All General Motors Dealers

This bulletin has been revised in the Service Procedure and Warranty
Information section to include 12 Volt Battery Replacement (if necessary).
Please discard all previous copies of bulletin N212345751.

END OF MESSAGE
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