



# Service Bulletin

Bulletin No.: 22-NA-119

Date: July, 2022

## WARRANTY ADMINISTRATION

**Subject: 2017-2022 Chevrolet Bolt EV and Bolt EUV High Voltage Battery Safety Recall Replacement Parts Warranty Information**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Bolt EV	2017	2022	—	—	—	—
	Bolt EUV	2022		—	—	—	—

Involved Region or Country	North America
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### Service Information

**Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.**

High Voltage Lithium Ion Batteries (also referred to as Drive Motor Batteries) and Battery Components replaced in accordance with the product safety recalls involving High Voltage Battery in Bolt EVs and EUVs are provided with an **8-year/100,000-mile (160,000 km) GM Service Replacement Parts Limited Warranty**. The warranty will be applied and visible in the Applicable Warranties section of Investigate Vehicle History after battery installation and closure of the Field Action campaign.

**Important:** This unique 8-year/100,000-mile (160,000 km) parts warranty is applicable to batteries and battery components installed as part of the High Voltage Battery Recall only. High voltage batteries purchased and/or installed for any other purpose will be provided the standard 3-year/100,000-mile (160,000 km) Consumer Parts Warranty (customer purchased), or when replaced under the New Vehicle Warranty, will be provided the remainder of the 8/100 (160,000 km) New Vehicle EV Component Limited Warranty or 12 months, whichever is greater.

The replacement parts warranty term begins the date and mileage at the time of battery replacement. The parts warranty will run concurrent with any remaining term of the 8/100 (160,000 km) New Vehicle Limited Warranty for Electric Vehicle components.

This warranty includes Courtesy Transportation and Roadside Assistance coverage for the term of the warranty. Refer to the latest version of Service Bulletin # 07-00-89-037 for applicable policies. Dealers in Canada should refer to latest version of Home Office Letter (HOL) 2021-604.

Failures beyond the **8-year/100,000-mile (160,000 km) GM Service Replacement Parts Limited Warranty** are ineligible for Policy Assistance.

Should a high-voltage battery which was installed per the recall subsequently fail outside of the 8/100 (160,000 km) New Vehicle EV Component Limited Warranty but within the 8/100 (160,000 km) Service Replacement Parts Limited Warranty period, please follow information in this bulletin for parts ordering and warranty claim submission. Dealer must first verify vehicle eligibility for the 8/100 (160,000 km) Drive Motor Battery Replacement Parts Limited Warranty in the Applicable Warranties section on Investigate Vehicle History.

### Example of IVH Applicable Warranty



Applicable Warranties		EXAMPLE			Valid warranties are highlighted	
Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	01/07/2022	11/23/2018	3 MI	11/23/2024	100,003 MI
	Incandescent Exterior Bulb Ltd Wty	01/07/2022	11/23/2018	3 MI	11/23/2019	Unlimited
	Chevrolet - First Maintenance Visit	01/07/2022	11/23/2018	3 MI	11/23/2019	Unlimited
	Bumper to Bumper Limited Warranty	01/07/2022	11/23/2018	3 MI	11/23/2021	36,003 MI
	EV Component Limited Warranty	01/07/2022	11/23/2018	3 MI	11/23/2026	100,003 MI
	Powertrain Limited Warranty	01/07/2022	11/23/2018	3 MI	11/23/2023	60,003 MI
	Bolt EV Battery Limited Part Warranty	01/07/2022	11/10/2021	20,142 MI	11/10/2029	120,142 MI



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### Ordering Parts

Lithium Ion batteries (packs or sections) must be obtained through a GM authorized Battery Service Center (BSC) (Electronic Service Center (ESC) in Canada) for all repairs, and pre-approved through the GM Technical Assistance Center (TAC) for full battery packs on restrictions. Refer to Service Bulletin #18-NA-180, 18-NA-236 (battery sections) or 19-NA-194 (battery packs) for further information.

**Note:** High voltage battery part numbers received on exchange through the BSC should not be entered on the warranty claim. Dealers must inform the BSC at the time of ordering if the vehicle is beyond the New Vehicle EV Component Limited Warranty but within the 8/100 (160,000 km) Service Replacement Parts Limited Warranty period.

### Warranty Transaction Information

**Important:** Do not submit a ZPTI Transaction Type parts warranty claim. All warranty claims under this special 8/100 (160,00 km) Limited Part Warranty must be submitted as a ZREG Transaction Type.

Labor Operation	Description	Net Item**	Labor Time	Transaction Type
2810265	Reprogramming HPCM2		Published time	ZREG Policy flag required beyond 24 months from date of installation. Use of the Policy Evaluation Tool (Canada – Goodwill/Policy Participation Guidelines) is not required.
2810945	Reprogramming BECM			
5030040	Battery Upper Cover Replacement			
5030220	High Voltage Connector Replacement			
5030410	Cell Battery Module Replacement	*		
5030810	Drive Motor Battery Control Module Wiring Harness Replacement			
5031010	Battery Energy Control Module Replacement (VITM)			
5031030	Drive Motor Battery Replacement and Shipping Preparation (Includes Programming)	*		
5031110	Drive Motor Battery Sensor Module Wiring Harness Replacement			
5031139	Hybrid/EV High Voltage Reduced Range Analysis			
5031240	High Voltage Battery High Voltage Manual Disconnect Connector Replacement			
5031410	Generator Battery Disconnect Relay Replacement			
5031760	High Voltage Battery Disconnect Relay Replacement (BDU)			
5031780	High Voltage Battery Disconnect Relay Fuse Replacement			

\* Submit a \$20.00 (\$25.00 CAN) administrative allowance for return of the used high voltage battery exchange components (document preparation and packaging). Add this amount in the Admin Allowance Net Item field when submitting the repair transaction. Refer to Bulletin 18-NA-180 for additional eligible handling allowance for the battery or section.

\*\* Involved vehicle owners are eligible for courtesy transportation while their vehicle is being repaired. If courtesy transportation is required, add the actual cost in the appropriate Net Item field when submitting the repair transaction.

**Important:** To avoid warranty transaction rejections, carefully read and follow the instructions below:  
The SPS Programming 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.

**Important:** (TECHNICIAN and WARRANTY ADMINISTRATOR) REQUIREMENT FOR THE SERVICE HIGH VOLTAGE BATTERY. The replacement high voltage battery identification number must be captured by the technician and recorded on the job card. The Warranty Administrator MUST enter the service high voltage battery identification number in the 'Comments' field. Failure to enter this identification number will cause the claim to reject.

## Warranty Claim Code Information Retrieval

If the technician failed to document the Warranty Claim Code on the job card, the code can be retrieved in the SPS system as follows:

1. Open TIS/TLC on the computer used to program the vehicle.
2. Select and start SPS/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.

## Subsequent Service Replacement Parts Warranty Terms

EV components installed under this special 8/100 (160,000 km) GM Service Replacement Part Warranty will continue to be warranted for the remainder of the 8/100 (160,000 km) GM Service Replacement Part warranty, or 12 months, whichever is greater.

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