



# Service Bulletin

Bulletin No.: 22-NA-152

Date: August, 2022

## TECHNICAL

**Subject:** Vehicle Unable to Charge, Charge Port Lock Actuator Engaged and Will Not Unlock with DTCs P3014 and/or P302D Set

**This bulletin replaces PIC6452B. Please discard PIC6452B.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Bolt EV	2019	2019	—	—	—	—

<b>Involved Region or Country</b>	North America, Brazil, GM Korea Company, Middle East
<b>Condition</b>	Some customers may comment that they are no longer able to charge their vehicle due to the Battery DC Charge Port Lock in the closed position. Technicians 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.
<b>Cause</b>	The cause of the condition may be a software anomaly in the Vehicle Integration Control Module (Hybrid Powertrain Control Module 2).
<b>Correction</b>	If field action N22236940, N212343881, N212343882, or N212345750 are open for the vehicle being repaired, perform the open field action, which includes programming of the HPCM2. If none of these field actions are open, follow <i>K114B Hybrid/EV Powertrain Control Module 2: Programming and Setup</i> in the Service Manual.

### Warranty Information

**Important:** For vehicles repaired with an open field action, use the labor code information from that field action and not from the repairing operations below.

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

Labor Operation	Description	Labor Time
2810265*	HPCM2 Reprogramming with SPS	0.4 hr
<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>	1
<b>Modified</b>	Released July 26, 2022

