



# Service Bulletin

Bulletin No.: 22-NA-207

Date: October, 2022

## INFORMATION

**Subject:** Advanced Propulsion Battery Pack Repair or Replacement

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	ELR	2014	2016	—	—	—	—
Chevrolet	Volt	2011	2019	—	—	—	—

Involved Region or Country	United States, Canada
Condition	<p>Some vehicles may have Diagnostic Trouble Codes, symptoms, or customer comments that lead to a concern with the High Voltage Battery Pack. It is important in these situations to follow published diagnostic procedures and bulletins in SI to determine the correct repair for the vehicle.</p> <ul style="list-style-type: none"><li>• If a vehicle has set DTC P0AA6 for loss of isolation and a loss of isolation condition exists within the HV pack and/or there is moisture/coolant within the HV pack, then a complete pack replacement is required.</li><li>• If a vehicle has set a DTC for individual section faults or exhibits end of battery lifespan characteristics such as DTC P0A7F, then replacement of an individual section or all three sections may be the most effective course of action for that vehicle.</li><li>• Because section replacement requires balancing the new section to the remainder of the pack, in Gen 1 or Gen 2 Volt if 2 sections are faulty then all 3 must be replaced.</li></ul>
Cause	The cause of the condition are battery issues with the High Voltage Battery Pack.
Correction	<p>Follow the appropriate diagnostic path in SI to determine the correct diagnosis based on symptoms or DTCs as applicable. If that diagnosis leads to internal pack repair or complete pack replacement, please contact the GM Technical Assistance Center (TAC) for additional guidance.</p> <p>Prior to contacting TAC, please see one of the documents below:</p> <ul style="list-style-type: none"><li>• For section replacement – reference Service Bulletin # <b>18-NA-236</b></li><li>• For pack refurbishment (2011-2015 only) – reference Service Bulletin # <b>19-NA-242</b></li><li>• For pack replacement – reference Service Bulletin # <b>19-NA-214</b></li><li>• For pack end of life diagnosis – reference <b>Hybrid/EV High Voltage Battery Reduced Range Analysis</b> in SI.</li></ul> <p><b>Note:</b> In situations where the vehicle/battery is out of warranty and Policy is not approved, it is important to discuss all available repair methods with the customer and ensure an accurate estimate is supplied for each. Whenever possible, replacing sections or pack refurbishment will be the most cost-effective method of repairing a customer vehicle.</p> <p>Following one of the above documents will provide instructions to contact the Battery Service Center to request pricing and availability of the needed HV battery pack, section, or 3 section kit. Because battery material may be new or refurbished, pricing can vary depending on what material is available at the time the order is placed. It is important to provide this information to the customer with the estimate, so they understand what they are buying.</p>

**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.

**Important:** This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

## Warranty Information

For vehicles repaired under the EV Limited Component Warranty, use the appropriate published labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information. For additional warranty processing information – reference Service Bulletin # **18-NA-180**.

For vehicles repaired under Part Warranty, 3 years 100,000 miles (160,000 km) applies. **U.S. Dealers:** See *ARTICLE 1.1.8 - ADVANCED PROPULSION BATTERY ENHANCED GM CCA SERVICE WARRANTY* in the Parts/Accessories Policy and Procedure manual.

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