

**Subject: Engineering Information (EI) – Failure to Charge on Public Charging Station**

**Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL. Refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.**

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Bolt EUV	2022	2022	—	—	—	—
	Bolt EV	2021					

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<p>Some customers may comment on having one or more of the following issues while charging on a public DC Fast charger or Level 2 AC charger. This may or may not be accompanied with a message on the driver information center (DIC) or a message on the charge station.</p> <ul style="list-style-type: none"> <li>• Failure to start charging</li> <li>• Charging at a lower than expected rate</li> <li>• Failure after charging has begun</li> </ul>
<b>Cause</b>	<p>GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.</p>

## Correction

**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.**

If you encounter a vehicle with the above concern, contact the engineer listed below **BEFORE** performing any repairs.

Please send an e-mail with the following information to **redacted**. If an e-mail cannot be sent, please call the number listed below and leave a message with the information requested.

- Which type of failure occurred:
  - 1.1. Failure to start charging
  - 1.2. Incorrect charge rate
  - 1.3. Failure during charging
- Where was the location for the charge station? (physical address, city/street, retail location i.e.: Meijer parking lot on XYZ street)
- What was the Date and Time of the failure?
- What was the charge provider? (company name on the charger)
- Charger ID? (if available)
- What was the charge level at time of issue? (state of charge)
- What error message was on the charger?
- Was the charge provider contacted?
- What was the color/state of the vehicle charge status light?
- What message was on the DIC?

11. What DTCs?, and which modules? (if present)

If there are DTCs set or the issue occurs on multiple chargers, please follow published SI diagnosis/repair procedures. This EI is intended to gather information about the failure, not to change the diagnosis/repair process.

If there are no vehicle DTCs and/or the concern is not repeatable then no further dealer action is required. These instances are likely the result of a fault within the charge station, the vehicle should be returned to the customer and the customer should be advised to try different charging stations or contact the charge provider if the issue persists.

### Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

### Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
5080348*	Engineering Information – Failure to Charge On Public Charging Station	0.4 hr
*This is a unique Labor Operation for bulletin use only.		

Version	1
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