



# Service Bulletin

Bulletin No.: 23-NA-036

Date: March, 2023

## INFORMATION

**Subject: Diagnostic Aid: Amber Light on Dual Level Portable Charge Cord Set**

Brand:	Model:	Model Year:		VIN:		Engine:	Other RPO:
		from	to	from	to		
Cadillac	LYRIQ	2023	2023	—	—	EN0	—
Chevrolet	Bolt EV	2022	2023			EN0	EKT
	Bolt EUV						—
GMC	Hummer EV	2022	2023	EN0	—		

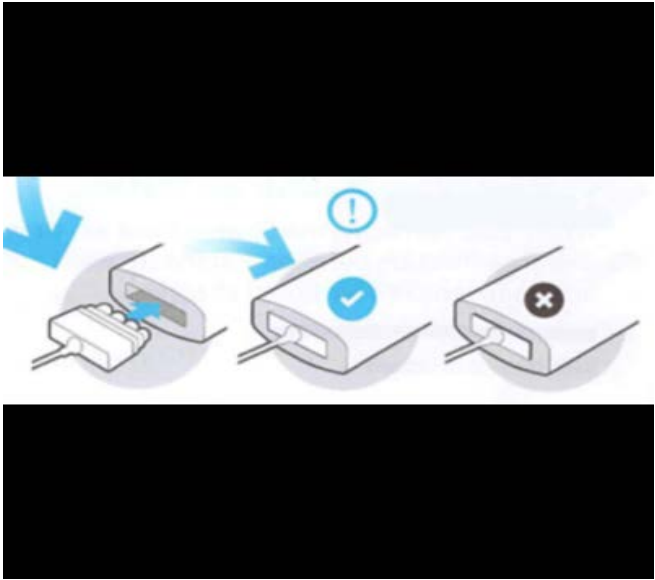
<b>Involved Region or Country</b>	North America, Brazil, Middle East, GM Korea Company
<b>Condition</b>	Some customers may comment on an amber LED light on the body of the portable charge cord when attempting to charge the vehicle.
<b>Cause</b>	The cause of the condition may be that the swappable grid plug may not be fully seated.

Correction



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When an amber light is observed, please first check that the grid plug is fully seated into the body as detailed in the images. An additional click will be heard when the plug is fully seated into the body of the connector.

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<p>The plug must be fully inserted or the charge cord will not allow charging.</p>		

### Service Procedure

**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.

<b>Version</b>	1
<b>Modified</b>	Released March 07, 2023

Additional SI Keywords: plug, cord, set, dual, level, amber, yellow, charge, ultium

