



Preliminary Information

PIT6021 High Voltage Drive Motor Battery - TAC Approval and Exchange Program for 2024 Silverado EV

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado EV	2024	All	All	All	All

Involved Region or Country	North America
Condition	<p>As part of our ongoing quality process effective as of 5/1/2023, the High Voltage Drive Motor Battery is being placed on an approval process through General Motors Technical Assistance Center (TAC). The dealership must contact TAC to establish a case number and authorization to order the High Voltage battery Drive Motor Battery. TAC will provide guidance if the complete pack requires replacement, or if diagnosis leads to an internal component fault. If a battery pack it is to be replaced, the dealer would then contact the Battery Service Center (BSC) to order the Drive Motor Battery Pack with an approved TAC Case number and order ID. Canada: If a battery pack is to be replaced, TAC will order the Drive Motor Battery Pack through York Electronics in Oshawa.</p> <p>Every replacement of the High Voltage Drive Motor Battery must be approved by TAC.</p>
Cause	Engineering will be reviewing all cases

NOTE: Please contact the GM Technical Assistance Center (TAC) @ 877-446-8227 (U.S.) or in Canada 1-800-263-7740 (English) or 1-800-263-7960 (French) to review case details.

Use SI procedures to determine whether a High Voltage Drive Motor Battery is needed. GM TAC can provide guidance to repair or replace. Warranty claims will be audited to ensure the minimum number of parts are replaced to repair the vehicle.

Please note the information required at the time of ordering is contained under Parts Information later in this document. High Voltage Drive Motor Battery are on exchange, and new or refurbished material will be provided at or above the capacity of the High Voltage Drive Motor Battery being removed.

For any delays or backorders, please contact the GM Battery Service Center by calling 1-833-33 GM BSC (1-833-334-6272) for the current status of your order.

Important: United States: To prepare the High Voltage Drive Motor Battery, the Service Department/Technician will need to obtain the EL-53076 for removing the Coolant from the High Voltage Drive Motor Battery from the GM Special Tool Loan Program. Refer to Service Bulletin # 16-NA-158 : U.S. Dealer Special Tool Loan Program for

additional information. Obtain the High Voltage Drive Motor Battery tracking number from the GM BSC or TAC before ordering the EL-53076 Battery Pack Coolant Passage Pressure Adapter as there is only a 5-day rental period before the tool needs to be returned.

Parts Retention and Returns (United States Service Agents ONLY)

All exchanged Li-Ion drive motor batteries are required to be returned. If the batteries are not returned within 30 days, the dealer will be charged back the value of a replacement battery pack. These charges are substantial.

Important: Li-Ion batteries are hazardous material. GM requires that at least one person be hazmat certified per servicing dealer. Additional resources for hazardous material shipping can be found as part of appendix G in the latest version of Service Bulletin # 99-00-89-019. A compromised (damaged) battery is hazardous waste and must be discharged according to SI procedures for damaged packs. All hazardous materials and hazardous waste must be shipped in accordance with all local, state, and federal laws.

There are two different ways the Li-Ion drive motor pack could be returned, normal exchange or WPC special parts return request.

Normal Exchange (Core) Return

For most pack replacements, contact CCA Logistics at: gmbatteryreturns@rxo.com to arrange a pickup. Ship to the address on the return Bill of Lading included with the service pack.

DO NOT wait for the warranty claim to be processed before returning the failed used drive motor battery. This exchanged part is GM's material and is not claimed under the warranty labor operation.

Place a copy of the repair order with the pack to be returned. Failure to return a copy of the repair order with the shipment may result in a debit. Attach the completed return shipping tag to the Drive Motor Battery Pack cate.

DO NOT return the battery pack in any container other than the container (cate) that the service battery was delivered in. The removed unit must be returned complete in the original exchange shipping container.

Canadian Failed Battery Returns

All lithium ion batteries and battery sections that are removed from the vehicle need to be returned to the appropriate core return center. Refer to GM Global Connect for the latest GM Canada Parts Bulletin relating to procedures for return of EV Batteries or Sections. This can be found under Parts Bulletins & Resources located in the application section of the Parts Department page.

Canadian Dealers DO NOT return batteries to an Electronic Service Center (ESC) or to the Warranty Parts Center (WPC).

Note: If the battery or sections are not returned within 30 days of receipt of the exchange component, the entire transaction will be debited, and the dealer will also be charged the value of a replacement battery.

Recommendations / Instructions

The service procedures below must be performed by a certified High Voltage Technician

1. If DTCs are present and procedure gives direction to remove internal components; stop, capture GDS2 Session Log stored data, and test drive vehicle with GDS and MDI, and capture a snap shot of the BECM data when condition occurs. See Latest version of [PIP4902](#) for correct session logs data collection and procedure for emailing. TAC will request that you e-mail the Session Logs to them. Do not clear codes prior to capturing data and calling TAC.

U.S. dealers: [PIP5632E](#) can also be used to attach the session logs to the TAC case through the DCM portal.

2. If DTCs are not present, refer to "Symptoms - Hybrid Controls " in SI.

3. If any diagnostic procedure gives direction to remove internal components, stop and call TAC, internal components are not serviceable at this time.

4. If diagnosis leads to High Voltage Drive Motor Battery repair/replacement, contact the Technical Assistance Center Upon review of the diagnosis, TAC will establish a case reference number with approval for the dealer to order Lithium Ion material directly from the GM Battery Service Center (BSC). Canadian dealers the battery will be ordered for you

- **Prior to contacting TAC, check with your parts personnel for the parts department hours of operation (including Saturdays if open) and the name of the parts contact that will be handling the battery pack. This information along with the battery identification number (BIN) and the 4-digit battery capacity number will need to be supplied to the BSC prior to ordering the battery.**

- The battery pack capacity is found using GDS2. Select the Battery Energy Control Module, then the hybrid/electric vehicle battery pack capacity data list. We are looking for the Total Energy storage Capacity in AH.
- The **High Voltage Drive Motor Battery** has a battery identification tag that is located on the rear of the battery. Locate the tag and record the 16-digit battery identification number (BIN).

5. US Only: Contact the Battery Service Center (BSC) and provide the information listed in the Parts Information section of this document to complete the battery order.

6. After verifying that the high voltage systems are disabled, continue with replacement of the High Voltage Drive Motor Battery following published SI procedures.

Note: The exchange unit will be shipped without coolant. Follow SI procedure for proper coolant and fill procedures. Low coolant or wrong coolant could result in internal battery damage

After the Battery has been removed from the vehicle (see service manual procedure), and before placement into the shipping cocoon, prepare the battery for return by performing the following:

1) Install Coolant plugs (2) in coolant lines. Coolant plugs can be removed from the new service battery assembly and installed in the returned battery.

Note: As part of the battery removal process, all coolant should be evacuated from the drive motor battery using the EL-53076.

In order to properly prepare the used battery for shipping and to ensure safe shipment, all of the above steps must be followed.

Important: As the Shipper of Record, it is the dealership's responsibility to ensure compliance with all applicable regulations.

Danger: The high voltage (HV) battery must be protected when outside of the vehicle. This is why the battery must be immediately placed in the original shipping container (cocoon/crate).

Storage Guidelines:

- 1) Store the Drive Motor Battery flat.
- 2) Store the Drive Motor Battery in an environmentally protected area.
- 3) Maintain the Drive Motor Battery at room temperature.
- 4) Protect the Drive Motor Battery from exposure to liquids.
- 5) Protect the Drive Motor Battery from physical damage.
- 6) Store the Drive Motor Battery in a limited-access area.

Danger: Failure to follow these guidelines may result in serious injury or death

Parts Information

Be prepared to provide the Battery Service Center with the following information:

Warranty (W) or Customer Pay (CP):

Dealer Name:

Dealer BAC Code:

Shipping Address:

Contact at Dealership (include phone#):

Preferred Delivery Time/Date for Dealer Forklift Operator (Must be within 48 hours of the order time not including weekend)

Hours of operation:

Must have Fork Lift, see Bulletin 22-NA-114: Information on Forklift and Vehicle Hoist Requirements to Support Electric Vehicle (EV) High Voltage Battery Handling for specifications needed.

Vehicle Model:

Model Year:

RO #:

VIN #:

Approved TAC Case # (required for TAC restricted parts):

DTCs and Customer Complaint:

Note: If no DTCS are present or repair is for accident repair or EV range, TAC approval is also required.

Odometer Reading:

Causal Part # Ordered (provided by dealer):

Causal Return BIN #

Capacity Code

Warranty Information

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

Refer to # **18-NA-180**: Warranty Administration - High Voltage Battery Exchange Process and Transaction Submission Information

No Part Number should be entered for exchange components on the warranty claim.

Exchange battery is delivered to the dealer by Battery Spiers New Technologies (SNT).

Dealer is not billed for an exchange component unless it is not returned within the prescribed time period.

There will be a \$500 handling allowance for this exchange.

Applicable miscellaneous items such as coolant should be added to the part allowance amount and claimed in the Parts Cost column and not included in the Net Amount (DMN) column of the warranty claim.

Version History

Version	1
Modified	05/17/2023 - Created on.



GENERAL MOTORS

© 2023 General Motors. All Rights Reserved.