



Service Bulletin

Bulletin No.: 21-NA-204

Date: October, 2023

INFORMATION

Subject: Diagnostic Aid for Speed Limited Message or Reduced Propulsion Power Message With No DTCs

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Volt	2016	2019	—	—	—	—

Involved Region or Country	North America
Condition	<p>Some customers may comment on a “Speed Limited to X mph” or “Reduced Propulsion Power” message was displayed on the Driver Information Center for a brief amount of time then disappeared.</p> <p>This concern may be more likely to occur while turning left, ICE (Internal Combustion Engine) may start, run rough, and turn off after 15-20 seconds.</p> <p>When the message disappears, full propulsion power is restored.</p> <p>Technicians will find no DTCs stored or may not be able to duplicate the customer’s concern.</p>
Cause	The cause of the condition may be low Transmission fluid or a mismatch in estimated pack capacity due to customer charging habits.
Correction	Due to the sensitive and complex nature of the drive unit, there are many inputs to the HV modules and drive unit take into consideration while propulsion is active. In certain instances, if there is a low fluid level condition present in the drive unit, the message may display while taking a sharp corner. This message may also display if there is a discrepancy in estimated pack capacity as stated below.

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.

1. Inspect for transmission fluid leaks and verify fluid level. If fluid level is low or a leak is found, follow the outlined procedure in SI to complete the repair.

2. If no fluid leak is found and fluid level is full, review the Pack Capacity in the HPCM2 and compare this to what is published in Hybrid/EV High Voltage Battery Reduced Range Analysis document in SI.
3. Ensure the vehicle is getting occasional full charging. This is how the HPCM2 evaluates the battery. After an extended period of time of not receiving a full charge, or not resting long enough after a full charge, may result in a less accurate battery capacity estimation creating the customer concern as stated above. Please reference Hybrid / EV Battery Pack Capacity Learn (Step 7) under Hybrid/EV Battery Pack Capacity Learn Procedure – Hybrid/EV Vehicles with Internal Combustion Engine in SI for more information.
4. If this issue persists after the steps taken above, contact the GM Technical Assistance Center (TAC) for further direction.

Version	2
Modified	Released September 02, 2021 Revised October 16, 2023 – Added additional Condition information and the two Important statements.

