



# Service Bulletin

Bulletin No.: 23-NA-202

Date: November, 2023

## INFORMATION

**Subject:** High Voltage Drive Motor Battery - TAC Approval and Exchange Program for GMC HUMMER EV, Silverado EV, & BrightDrop

**This bulletin replaces PIT6021 & PIT5857. Please discard PIT6021 & PIT5857.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Brightdrop	EV600	2022	2022	-	-	-	-
	Zevo 600	2023	2023				
Chevrolet	Silverado EV	2024	2024				
GMC	HUMMER EV	2022	2024				
	HUMMER EV SUV	2024	2024				

<b>Involved Region or Country</b>	North America
<b>Condition</b>	As part of our ongoing quality process effective as of 11/11/2021, the Drive Motor Battery is being placed on an approval process through the General Motors Technical Assistance Center (TAC). The dealership must contact TAC to establish a case number and authorization to order the battery pack. TAC will then provide guidance if internal components should be replaced or if the complete pack should be replaced. U.S.: 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. New battery approval will be reviewed and authorized by TAC.
<b>Cause</b>	Engineering will be reviewing all cases

**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.

**Note:** Please contact the GM Technical Assistance Center (TAC) @ 877-446-8227 (U.S.) or in Canada 1-800-263-7740 (English) or 1-800263-7960 (French) to review case details.

Use SI procedures to determine whether a pack is needed. GM TAC can provide guidance to repair or replace. Warranty claims will be audited to ensure the minimum number of parts were replaced to repair the vehicle.

### Parts Information & Ordering Instructions

High Voltage batteries can be ordered via Global Connect, EV High Voltage Battery Orders & Returns, Label Master Portal or 1-844-931-4966. Be prepared to provide 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:

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):

Casual BIN #:

Capacity Code:

**Note:** Dealer must have Forklift onsite prior to delivery, see Bulletin 22-NA-114: Information on Forklift and Vehicle Hoist Requirements to Support Electric Vehicle (EV) High Voltage Battery Handling for specifications needed.

**Note:** Batteries are on exchange, and new or refurbished material will be provided at or above the capacity of the battery being removed.

Material will arrive within 72 hours of ordering. For any delays or backorders, please contact Label Master by calling 1-844-931-4966 or emailing GMUltiumEVBattery-Support@labelmaster.com for questions or current status of your order.

## Recommendations / Instructions

Please have a certified High Voltage Technician follow the diagnostic procedures below while contacting GM TAC

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 snapshot 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 should not be removed at this time.
4. 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.
5. After verifying that the high voltage systems are disabled, remove battery assembly per SI procedures.
6. 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.
  - 6.1. The battery pack capacity is located in the BECM under hybrid/electric Vehicle battery pack Capacity data list. We are looking for the Total Energy storage Capacity in AH
  - 6.2. The 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).

**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 drained from the drive motor battery using the EL-53076-1, EL-53076-2, and GE-47716 Vac N Fill Coolant Refill Tool.

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

**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).*

### Parts Retention and Returns (United States Service Agents ONLY)

All exchanged Li-Ion drive motor batteries are required to be returned for possible refurbishment. 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 or via Global Connect, EV High Voltage Battery Orders & Returns, Label Master Portal, or 1-844-931-4966. 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 cocoon.

DO NOT return the battery pack in any container other than the container (cocoon) 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.

### 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*

### 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.

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

Exchange battery is delivered to the dealer by Label Master.

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, reference 18-NA-180 for more information.

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	1
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