



# Service Bulletin

Bulletin No.: 24-NA-015

Date: January, 2024

## INFORMATION

**Subject:** Hybrid/EV Charging Issue Information and Data Collection Worksheet

Brand:	Model:	Model Year:		VIN:		Propulsion:	Transmission:
		from	to	from	to		
BrightDrop	Zevo 400	2023	2024	—	—	Hybrid/EV	All
	Zevo 600	2024					
Cadillac	LYRIQ	2024	2024				
Chevrolet	Blazer EV	2024	2024				
	Bolt EV	2017	2023				
	Bolt EUV	2022	2023				
	Silverado EV	2024	2024				
GMC	HUMMER EV Pickup	2022	2024				
	HUMMER EV SUV	2024	2024				

<b>Involved Region or Country</b>	North America. Middle East
<b>Information</b>	This bulletin and worksheet within are to assist with data collection, diagnosis, and repair for Hybrid/EV charging issues.

**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.

### Information Collection

For diagnostic information, please reference Service Information (SI). Contact the GM Technical Assistance Center (TAC) via Dealer Case Management (DCM) or @ 877-446-8227 (U.S.). Canada 1-800-263-7740 (English) or 1-800-263-7960 (French) **AFTER** all relevant information is collected to review case details. Please submit a photo of the worksheet below, session log (if applicable), and any other relevant information. Reference PIP5632E for session log data collection.

## GDS2 Charging Information

**Note:** Specific GDS verbiage may differ depending on application.

### Ultium Vehicles

K16 Battery Energy Control Module – Data Display – AC Charge History Data

K16 Battery Energy Control Module – Data Display – DC Charge History Data

K16 Battery Energy Control Module – Data Display – Charge Port- Data

K16 Battery Energy Control Module – Data Display – Hybrid/Electric Vehicle Battery AC Charger Data

K16 Battery Energy Control Module – Data Display – Hybrid/Electric Vehicle Battery DC Charger Data

K16 Battery Energy Control Module – Data Display – Thermal Management Propulsion, Battery, and Electronics

K16 Battery Energy Control Module – Data Display – Hybrid Battery Pack Contactor Open Reasons

K16 Battery Energy Control Module – Identification Information – Identification Information

### Bolt EV / EUV

K114B Hybrid/EV Powertrain Control Module 2 – Data Display – Battery Charger Control Module Data

K114B Hybrid/EV Powertrain Control Module 2 – Data Display – Charge History Data

K114B Hybrid/EV Powertrain Control Module 2 – Data Display – Contactor Data

K114B Hybrid/EV Powertrain Control Module 2 – Data Display – Hybrid Battery Pack Contactor Open Reasons

K114B Hybrid/EV Powertrain Control Module 2 – Data Display – DC Battery Charger Data

K114B Hybrid/EV Powertrain Control Module 2 – Data Display – DC Charge History Data

K114B Hybrid/EV Powertrain Control Module 2 – Identification Information - Identification Information & Control Module ID Information

### Diagnostic Tips

AC and DC charging utilizes different circuits and components, therefore testing should focus on the applicable charging type.

### Hybrid / EV Charging Analysis Worksheet

Hybrid / EV Charging Analysis Worksheet	
VIN: _____	Year: _____ Make: _____ Model: _____
Date: _____	Odometer: _____ Ambient Temp: _____
Customer Issue Description: _____ _____ _____	
DTCs: _____	
K16 or K114B Application S/W Part Number 1: _____	
K16 or K114B Calibration Part Number 1: _____	
Can the issue be duplicated: _____ Issue Occurrence: _____	
Has any diagnosis or repair attempts been performed to date? _____ _____ _____	
L1-120v (AC), L2-220v (AC), L3-440v+ (DC) Charge: _____	
Issue Location (Public/Home): _____	
Vehicle Charge Indicator Light (Flashing, pulsating, On, Solid, Off, Color: _____	
Color or Sequence of LEDs on Charger: _____ _____	
Is the issue limited to one charger or multiple? _____ Charge kW: _____	
EVSE/Charger information: _____	
Station Provider & Station ID: _____	
Messages or Errors displayed on the IPC or Charge Station: _____	
Does this happen at a specific State of Charge or time (If so provide details): _____ _____ _____	
Is the vehicle experiencing derated charging? (If so provide details): _____ _____ _____	

Hybrid / EV Charging Analysis Worksheet

Was the vehicle Preconditioned prior to DC Fast Charging (If so, how long): \_\_\_\_\_

Was the vehicle charging in Propulsion Ready: \_\_\_\_\_ Was HVAC being used at time of issue: \_\_\_\_\_

Home Target Charge Level: \_\_\_\_\_ Away Target Charge Level: \_\_\_\_\_

Charge Now (Y/N): \_\_\_\_\_ Time of Day Charging: \_\_\_\_\_ Home Location enabled(Y/N): \_\_\_\_\_

Vehicle to Vehicle Charging(Y/N): \_\_\_\_\_ Vehicle to Home Charging(Y/N): \_\_\_\_\_

Is an CCS NACS adaptor being used? \_\_\_\_\_

Aftermarket Accessories/Other \_\_\_\_\_

Additional Notes: \_\_\_\_\_

Multiple horizontal lines for additional notes.

Please provide any photos, videos, session log(s) or any other relevant information.

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Table with 2 columns: Version (1), Modified (Released January 23, 2024)

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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