



# Service Bulletin

Bulletin No.: 18-NA-180

Date: February, 2024

## WARRANTY ADMINISTRATION

**Subject: Warranty Administration – Lithium-Ion Battery Exchange Process and Transaction Submission Information**

Brand:	Model:	Model Year:		VIN:		Propulsion:	Transmission:
		from	to	from	to		
BrightDrop	Passenger Cars and Light Duty Trucks	2024 and Prior	—	—	Hybrid/EV	—	
Buick							
Cadillac							
Chevrolet							
GMC							

<b>Involved Region or Country</b>	United States and Canada
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**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.**

Effective January 1, 2024, GM is changing part of the process for Lithium-Ion battery packs and modules (sections and kits) used for warranty and recall repairs. Rather than dealers exchanging battery packs/modules with no upfront cost and receiving an administrative allowance upon job completion, dealers will now order and pay for battery packs/modules upfront and receive their approved parts markup based on the Dealer price that will now be published in GM's Electronic Parts Catalog (EPC) upon submission of a claim in accordance with GM's Service Policies & Procedure Manual.

This enhanced structure will help further customer EV adoption by making repairs for battery packs/modules affordable for customers in the event a retail repair is required. The availability of affordable EV repairs will also help drive these customers back to GM dealerships for their service needs.

### New Interim Additional Labor Compensation

To respond to concerns raised that dealerships are learning new technology and new processes related to the continued EV transition, including developing efficient repair, safety, return, and other associated processes, GM will provide dealers with the ability to claim up to \$500 (\$624 in Canada) in additional labor

on all job cards for battery pack/module replacements. This Interim Additional Labor Compensation is intended to be phased out over time and will be reevaluated after June 30, 2024. During this acclimation period, dealers are encouraged to take advantage of the job time study amendment process to provide feedback if tasks are consistently taking longer than the times listed in GM's time guide.

### Ordering

The logistics behind the Lithium-Ion exchange program will remain in place: dealers will still order the subject Lithium-Ion battery packs and modules through GM's authorized Battery Service Centers (BSCs), all orders must be for an existing VIN requiring service, and these orders must still be pre-approved through the GM Technical Assistance Center (TAC). Once approved through TAC, contact the following for part exchange:

- U.S Dealers (Ultium Vehicles): Contact Label Master via Global Connect, EV High Voltage Battery Orders & Returns, Label Master Portal or 1-844-931-4966.
- U.S. Dealers (Non-Ultium Vehicles): Contact Speirs New Technologies via Global Connect, EV High Voltage Battery Orders & Returns, SNT ALFRED portal or (833) 334-6272.
- Canada Dealers: Contact York Electronic at (888) 650-9675. York Electronics is the GM authorized Battery Service Center (BSC) in Canada.

The Battery Service Center (BSC) will notify GM of the order which will generate an invoice to the dealer for the cost of the Lithium-Ion battery or module based on current catalog pricing.

## Reference Information Table

The following reference information table is a summary of model years, vehicles, components, applicable bulletins, and Labor Operations. This list is subject to change. Components referenced in the table below are covered per the terms of the New Vehicle Limited Warranty for a minimum period of 8 years or 100,000 miles (160,000 km), whichever comes first. Certain

emissions coverages may have a longer coverage period. Refer to the vehicle's Limited Warranty and Owner Assistance Information booklet for warranty details.

**Important:** Select EV Batteries are under TAC restriction and require TAC authorization for replacement. Please refer to applicable bulletin listed below for details and requirements.

### Reference Information

Applicable Vehicles	Component	Bulletin Number	Labor Operation (Refer to LTG for Published Times)	Net / Admin Allowance*
2012-2016 Buick LaCrosse 2012-2017 Buick Regal	Generator Control and Battery Module Replacement (Powerpack) Generator Battery Section Replacement	18-NA-236	5031400 (Powerpack) 5031050 (Battery Section)	\$270.00 (Powerpack) \$170.00 (Battery Section)
2018-2019 Buick LaCrosse	High Voltage Battery Replacement Cell Battery Module Replacement	18-NA-236	5031630 (Battery) 5030410 (Cell Battery Module)	\$250.00 (Battery) \$250.00 (Cell Battery Module)
2014-2016 Cadillac ELR	Drive Motor Battery Replacement Drive Motor Battery Section (Cell Battery) Replacement Drive Motor Generator Battery Overhaul	18-NA-236 19-NA-214 19-NA-242	5031030 (Battery) 5030290 (Battery Section) 5031742 (Overhaul)	\$400.00 (Battery) \$250.00 (Battery Section)
2017-2018 Cadillac CT6 Plug-in	Hybrid EV Battery Pack Replacement	19-NA-203	5031630 (Battery)	\$500.00 (Battery)
2013-2014 Chevrolet Malibu ECO	Generator Control and Battery Module Replacement (Powerpack) Generator Battery Section Replacement	18-NA-236	5031400 (Powerpack) 5031050 (Battery Section)	\$270.00 (Powerpack) \$170.00 (Battery Section)
2014 Chevrolet Impala ECO	Generator Control and Battery Module Replacement (Powerpack) Generator Battery Section Replacement	18-NA-236	5031400 (Powerpack) 5031050 (Battery Section)	\$270.00 (Powerpack) \$170.00 (Battery Section)
2014-2016 Chevrolet Spark EV	Drive Motor Battery Replacement	19-NA-192 22-NA-233	5031030 (Battery) 5031742 (Overhaul)	\$400.00 (Battery)
2016-2019 Chevrolet Malibu E2 HEV	Drive Motor Generator Battery Replacement Drive Motor Generator Battery Section Replacement	18-NA-236	5031630 (Battery) 5030410 (Section)	\$400.00 (Battery) \$250.00 (Section)
2011-2015 Chevrolet Volt	Drive Motor Generator Battery Replacement Drive Motor Generator Battery Section Replacement Drive Motor Generator Battery Overhaul	18-NA-236 19-NA-214 19-NA-242	5031030 (Battery) 5030290 (Section) 5031742 (Overhaul)	\$400.00 (Battery) \$250.00 (Section)
2016-2019 Chevrolet Volt	Drive Motor Generator Battery Replacement Drive Motor Generator Battery Section Replacement	18-NA-236 19-NA-214	5031030 (Battery) 5031700 (Section)	\$400.00 (Battery) \$250.00 (Section)
2016-2018 Chevrolet Silverado	High Voltage Battery Replacement Cell Battery Module Replacement	18-NA-236	5031630 (Battery) 5030410 (Cell Battery Module)	\$250.00 (Battery) \$250.00 (Module)
2016-2018 GMC Sierra	High Voltage Battery Replacement Cell Battery Module Replacement	18-NA-236	5031630 (Battery) 5030410 (Cell Battery Module)	\$250.00 (Battery) \$250.00 (Module)

## Reference Information (cont'd)

Applicable Vehicles	Component	Bulletin Number	Labor Operation (Refer to LTG for Published Times)	Net / Admin Allowance*
2017-2023 Chevrolet Bolt EV	Drive Motor Battery Replacement	18-NA-236 19-NA-194	5031030 (Battery) 5030410 (Section)	\$500.00 U.S. \$624.00 Canada (Battery) \$250.00 (Section)
2022-2023 Chevrolet Bolt EUV	Drive Motor Battery Replacement	18-NA-236 19-NA-194	5031030 (Battery) 5030410 (Section)	\$500.00 U.S. \$624.00 Canada (Battery) \$250.00 (Section)
2017-2022 Chevrolet Bolt EV/EUV	Drive Motor Battery Replacement Part Warranty	22-NA-119	5031030 (Battery) 5030410 (Section)	\$500.00 U.S. \$624.00 Canada (Battery) \$250.00 (Section)
2023- 2024 Cadillac LYRIQ	High Voltage Drive Motor Battery	23-NA-217	5031630 (Battery)	\$500.00 U.S. \$624.00 Canada (Battery)
2022-2024 GMC HUMMER EV	High Voltage Drive Motor Battery	23-NA-202	5031630 (Battery)	\$500.00 U.S. \$624.00 Canada (Battery)
2024 GMC HUMMER EV SUV	High Voltage Drive Motor Battery	23-NA-202	5031630 (Battery)	\$500.00 U.S. \$624.00 Canada (Battery)
2024 Chevrolet Silverado EV	High Voltage Drive Motor Battery	23-NA-202	5031630 (Battery)	\$500.00 U.S. \$624.00 Canada (Battery)
2024 Chevrolet Blazer EV	High Voltage Drive Motor Battery	23-NA-217	5031630 (Battery)	\$500.00 U.S. \$624.00 Canada (Battery)
2022-2023 BrightDrop Zevo 600	High Voltage Drive Motor Battery	23-NA-202	5031630 (Battery)	\$500.00 U.S. \$624.00 Canada (Battery)

\*An additional \$20 administrative allowance for processing the exchange may be added to the listed amount.

## Battery Returns and Core Non-Return Fee

The expeditious return of existing Lithium-Ion battery packs/modules is imperative for purposes of:

- Ensuring proper root cause analysis for future product improvements.
- Reducing potential environmental impact by allowing GM or its vendors to properly remanufacture or recycle the returned Lithium-Ion battery packs/modules.
- Promoting consumer and dealership technician safety by returning these Lithium-Ion battery packs/modules to properly trained individuals for repair, reconditioning or recycling.
- Creating additional supply of remanufactured Lithium-Ion battery packs/modules to address increasing demand.

If a dealer does not return the Lithium-Ion battery packs/modules removed from the vehicle within 30 days, they will be charged a core non-return fee in the amount published by GM.

**To be considered undamaged, the return battery must meet the following criteria as confirmed by an authorized GM dealer:**

- Has not been involved in a collision resulting in airbag deployment
- Does not have visible external battery damage
- Has not been internally exposed to moisture or coolant (Customer Pay)
- Has not been modified or tampered with outside of GM approved repairs (Customer Pay & Warranty)
- Has been diagnosed with an internal fault (Customer Pay & Warranty)

**Storage Guidelines:**

**Important:** The provided crates are intended/rated for reuse and must be handled with care. Do not expose the crate to rain, snow or any other environment that will cause moisture related damage.

- Store the Lithium-Ion Battery flat.
- Store the Lithium-Ion Battery in an environmentally protected area.

- Maintain the Lithium-Ion Battery at room temperature.
- Protect the Lithium-Ion Battery from exposure to liquids.
- Protect the Lithium-Ion Battery from physical damage.
- Store the Lithium-Ion Battery in a limited-access area.

**Warranty Information**

Effective January 1, 2024, submit the exchange battery pack/module part number in the warranty transaction. The new Interim Additional Labor Compensation will be submitted in the Net Item field.

Labor Operation	Labor Time	Parts	Net / Admin Allowance
Use Labor Operation in Applicable Bulletin or Labor Time Guide	Use Published Labor Time in Applicable Bulletin or Labor Time Guide	Enter Lithium-Ion Battery Pack Part Number	Submit Interim Additional Labor Compensation*
*Add an additional \$20 allowance for processing the return of the battery/battery section(s).			

To the extent the contents of this bulletin conflict with the terms set forth in previous Lithium-Ion bulletins issued by GM (including all administrative allowance references), the terms of this bulletin will govern.

**Version Information**

Version	10
<b>Modified</b>	<p>Released May 25, 2018</p> <p>Revised March 20, 2019 – Revised the Subject, added Model Year 2019 Buick LaCrosse and changed the “status” of the 2018-2019 Buick LaCrosse, 2016-2018 Chevrolet Malibu, 2016-2018 Chevrolet Silverado and 2016-2018 GMC Sierra that were previously categorized as “Yes” in the On TAC Restriction column to “No.” Added 2017-2019 Chevrolet Bolt EV Battery Section Labor Operation and Net / Admin Allowance information and remove PIC6194 and PIT5513.</p> <p>Revised April 28, 2020 – Added the 2020 Model Year and updated the information under High Voltage Battery Exchange Process and Transaction Submission Information, Reference Information Table and Battery Returns sections.</p> <p>Revised October 21, 2021 – Added the 2021–2022 Model Years and updated the Chevrolet Volt, Bolt/Bolt EUV information in the Reference Information table.</p> <p>Revised August 31, 2022 – Added the 2023 Model Year, updated Important statement and Reference Information Table.</p> <p>Revised October 27, 2022 – Updated Important statement and added additional bulletin references in the Reference Information table.</p> <p>Revised January 18, 2023 – Updated the U.S. Dealers Speirs New Technologies Battery Service Center phone number.</p> <p>Revised January 01, 2024 – Added 2024 Model Year and Updated Reference Table.</p> <p>Revised January 08, 2024 – Verbiage Corrections.</p> <p>Revised February 01, 2024 – Added New Interim Additional Labor Compensation section, added return battery information under Battery Returns and Core Non-Return Fee section, added an Important statement under Storage Guidelines and updated information in Net / Admin Allowance column of Warranty information.</p>

