



Service Bulletin

Bulletin No.: 22-NA-119

Date: February, 2024

WARRANTY ADMINISTRATION

Subject: 2017-2022 Chevrolet Bolt EV and Bolt EUV Lithium-Ion Battery Safety Recall Replacement Parts Warranty Information

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Bolt EV	2017	2022	-	-	All	All
	Bolt EUV	2022					

Involved Region or Country	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.

Information

High Voltage Lithium-ion Batteries (also referred to as Drive Motor Batteries) and Battery Components replaced in accordance with the product safety recalls involving High Voltage Battery in Bolt EVs and EUVs are provided with an **8-year/100,000-mile (160,000 km) GM Service Replacement Parts Limited Warranty**. The warranty will be applied and visible in the Applicable Warranties section of Investigate Vehicle History after battery installation and closure of the Field Action campaign.

Important: This unique 8-year/100,000-mile (160,000 km) parts warranty is applicable to lithium-ion batteries and lithium-ion battery components installed as part of the lithium-ion battery Recall only. Lithium-ion batteries purchased and/or installed for any other purpose will be provided the standard 3-year/100,000-mile (160,000 km) Consumer Parts Warranty (customer purchased), or when replaced under the New Vehicle Warranty, will be provided the remainder of the 8/100 (160,000 km) New Vehicle EV Component Limited Warranty or 12 months, whichever is greater.

The replacement parts warranty term begins the date and mileage at the time of battery replacement. The parts warranty will run concurrent with any remaining term of the 8/100 (160,000 km) New Vehicle Limited Warranty for Electric Vehicle components.

This warranty includes Courtesy Transportation and Roadside Assistance coverage for the term of the warranty. Refer to the latest version of Service Bulletin

07-00-89-037 for applicable policies. Dealers in Canada should refer to latest version of Home Office Letter (HOL) 2021-604.

Failures beyond the **8-year/100,000-mile (160,000 km) GM Service Replacement Parts Limited Warranty** are ineligible for Policy Assistance.

Should a lithium-ion battery which was installed per the recall subsequently fail outside of the 8/100 (160,000 km) New Vehicle EV Component Limited Warranty but within the 8/100 (160,000 km) Service Replacement Parts Limited Warranty period, please follow information in this bulletin for parts ordering and warranty claim submission. Dealer must first verify vehicle eligibility for the 8/100

(160,000 km) Drive Motor Battery Replacement Parts Limited Warranty in the Applicable Warranties section on Investigate Vehicle History.

Example of IVH Applicable Warranty

Applicable Warranties		EXAMPLE					Valid warranties are highlighted
Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer	
	Corrosion Limited Warranty	01/07/2022	11/23/2018	3 MI	11/23/2024	100,003 MI	
	Incandescent Exterior Bulb Ltg Wty	01/07/2022	11/23/2018	3 MI	11/23/2019	Unlimited	
	Chevrolet - First Maintenance Visit	01/07/2022	11/23/2018	3 MI	11/23/2021	Unlimited	
	Bumper to Bumper Limited Warranty	01/07/2022	11/23/2018	3 MI	11/23/2021	36,003 MI	
	EV Component Limited Warranty	01/07/2022	11/23/2018	3 MI	11/23/2026	100,003 MI	
	Powertrain Limited Warranty	01/07/2022	11/23/2018	3 MI	11/23/2023	60,003 MI	
	Bolt EV Battery Limited Part Warranty	01/07/2022	11/10/2021	26,142 MI	11/10/2029	120,142 MI	

Ordering

Lithium-ion batteries (packs or sections) must be obtained through a GM authorized Battery Service Center (BSC) (Electronic Service Center (ESC) in Canada) for all repairs, and pre-approved through the GM Technical Assistance Center (TAC) for full battery packs on restrictions. Refer to Service Bulletin #18-NA-180, 18-NA-236 (battery sections) or 19-NA-194 (battery packs) for further information.

Warranty Information

Effective January 1, 2024 (U.S.) and February 15, 2024 (Canada), 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.

Important: To avoid warranty transaction rejections, carefully read and follow the instructions below:

Do not submit a ZPTI Transaction Type parts warranty claim. All warranty claims under this special 8/100 (160,000 km) Limited Part Warranty must be submitted as a ZREG Transaction Type.

Dealers must inform the BSC at the time of ordering if the vehicle is beyond the New Vehicle EV Component Limited Warranty but within the 8/100 (160,000 km) Service Replacement Parts Limited Warranty period.

EV components installed under this special 8/100 (160,000 km) GM Service Replacement Part Warranty will continue to be warranted for the remainder of the 8/100 (160,000 km) GM Service Replacement Part warranty, or 12 months, whichever is greater.

The SPS Programming Warranty Claim Code must be accurately entered in the "Warranty Claim Code" field of the transaction. When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS/SPS2.

(TECHNICIAN and WARRANTY ADMINISTRATOR) REQUIREMENT FOR THE SERVICE HIGH VOLTAGE BATTERY. The replacement high voltage battery identification number must be captured by the technician and recorded on the job card. The Warranty Administrator MUST enter the service high voltage battery identification number in the 'Comments' field. Failure to enter this identification number will cause the claim to reject.

If the technician failed to document the Warranty Claim Code on the job card, the code can be retrieved in the SPS system as follows:

1. Open TIS/TLC on the computer used to program the vehicle.
2. Select and start SPS/SPS2.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events.

Labor Operation	Labor Time	Parts	Net Item / Admin Allowance
2810265 Reprogramming HPCM2	Use Published Labor Time in Applicable Bulletin or Labor Time Guide	Enter Lithium-Ion Battery Pack Part Number or applicable component Part Number	ZREG Policy flag required beyond 24 months from date of installation. Use of the Policy Evaluation Tool (Canada – Goodwill/Policy Participation Guidelines) is not required.
2810945 Reprogramming BECM			
5030040 Battery Upper Cover Replacement			
5030220 High Voltage Connector Replacement			
5030410 Cell Battery Module Replacement			Submit Interim Additional Labor Compensation. Reference 18-NA-180.
5030810 Drive Motor Battery Control Module Wiring Harness Replacement			ZREG Policy flag required beyond 24 months from date of installation. Use of the Policy Evaluation Tool (Canada – Goodwill/Policy Participation Guidelines) is not required.
5031010 Battery Energy Control Module Replacement (VITM)			Submit Interim Additional Labor Compensation. Reference 18-NA-180.
5031030 Drive Motor Battery Replacement and Shipping Preparation (Includes Programming)			
5031110 Drive Motor Battery Sensor Module Wiring Harness Replacement			ZREG Policy flag required beyond 24 months from date of installation. Use of the Policy Evaluation Tool (Canada – Goodwill/Policy Participation Guidelines) is not required.
5031139 Hybrid/EV High Voltage Reduced Range Analysis			
5031240 High Voltage Battery Manual Connector Replacement			
5031410 Generator Battery Disconnect Relay Replacement			
5031760 High Voltage Battery Disconnect Relay Replacement (BDU)			
5031780 High Voltage Battery Disconnect Relay Fuse Replacement			

*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	3
Modified	Released July 18, 2022 Revised January 01, 2024 — Updated multiple bulletins with multiple information changes. Revised February 19, 2024 – Updated effective date for Canada under Warranty Information.

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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