

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6812
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 6, 2024

Subject: N232432680 - Special Coverage
Battery Energy Control Module Malfunction

Models: 2016-2018 Chevrolet Volt

To: All General Motors Dealers

General Motors is releasing Special Coverage N232432680 today. The total number of U.S. vehicles involved is approximately 19,000. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Warranty Management (GWM)

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated March 6, 2024. Please verify a VIN's involvement by checking in IVH. IVH is the best source for individual VIN inquiries.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage

N232432680 Battery Energy Control Module Malfunction



Release Date: March 2024

Revision: 00

Attention: The repairs outlined in this bulletin must only be completed at an authorized EV dealer and repairs must be performed by a technician who has successfully completed the applicable technical training required to perform this repair.

This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Volt	2016	2018		

Involved vehicles are identified on the Applicable Warranties section in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	On some 2016-2018 model year Chevrolet Volt vehicles, a malfunction involving the battery energy control module (BECM) may cause a reduced power mode, a no start condition, or a no charge condition.
Special Coverage	<p>This special coverage covers the condition described above for a period of 15 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after March 6, 2024, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to March 6, 2024, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
Correction	Dealers are to replace the battery energy control module. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	MODULE, BAT ENGY CONT (W/O CALN & OPERG SYS)	24296900
1	SCREW, W/RND WA, W/ADH, M6X1X19	11517042
As Req'd (Up to 8 Quarts)	Coolant (US)	12378390
As Req'd (Up to 7.6 Liters)	Coolant (CAN)	10953456

Reminder: Parts may be removed from SPRINT and Retail Inventory Management (RIM) and be non-returnable. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900885	Diagnostic Time Only – No Repair Required	0.1-0.3	ZREG	N/A
9900427	Battery Energy Control Module Replacement (Includes Rechargeable Energy Storage System Smoke Test and Reprogramming with SPS)	5.3	ZREG	N/A

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	Add: Diagnostic Time	0.3		
9900883	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900884	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

* For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

1. Remove the Battery Energy Control Module. Refer to *Battery Energy Control Module Replacement* in SI.
2. Install the new Battery Energy Control Module. Refer to *Battery Energy Control Module Replacement* in SI.

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

Labour Time [\[Top\]](#)
Labour Operation Code:
Additional labour op code information:
6125814

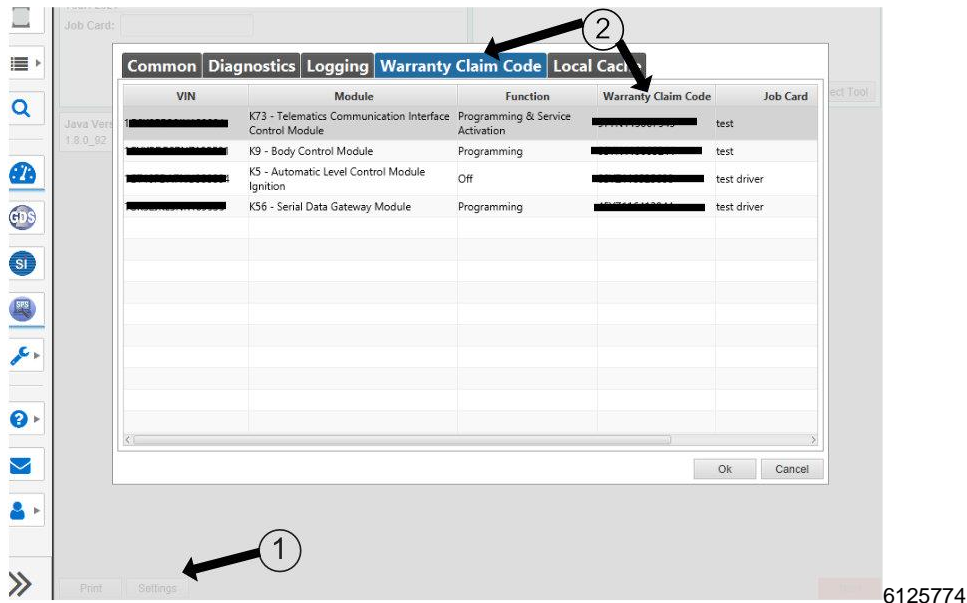
- The Warranty Claim Code from the programming event must be accurately entered in the “Warranty Claim Code” field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the “Correction” field on the job 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 SPS2.

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Warranty Claim Code Information Retrieval



If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

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

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.

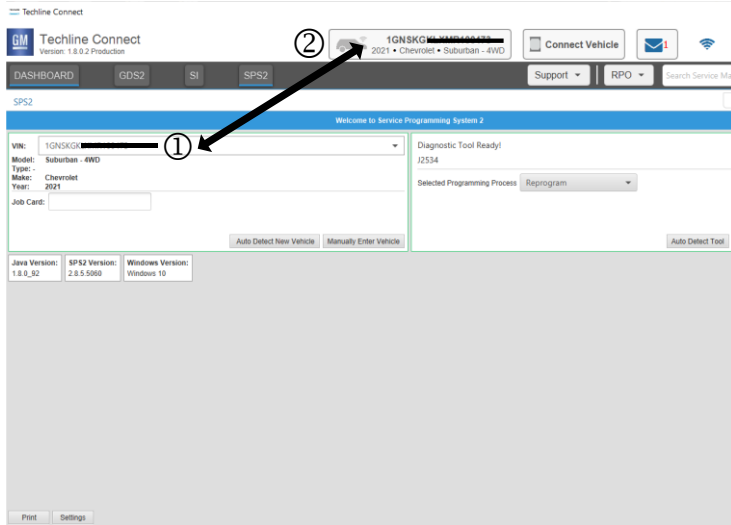
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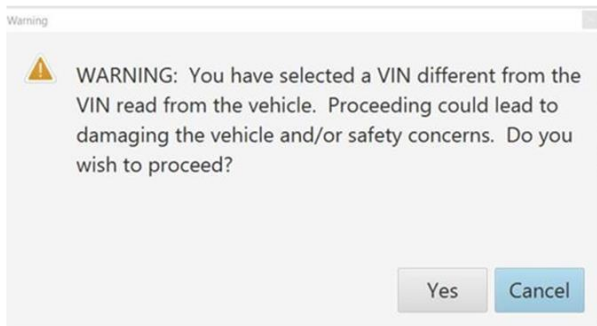
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

Caution: Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.

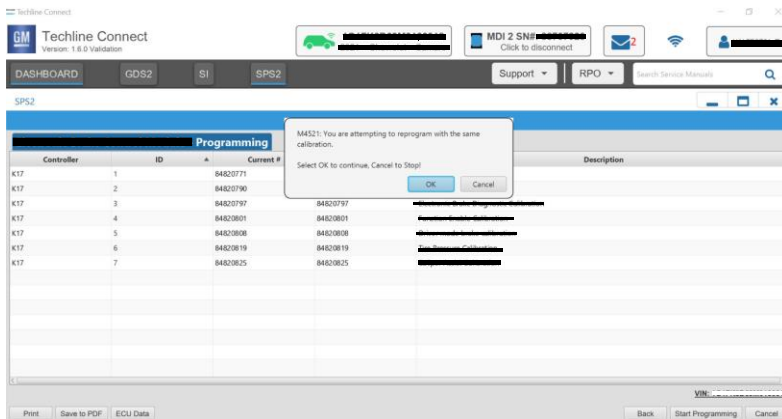


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Important: If the vehicle VIN DOES NOT match, the message below will be shown.



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Important: Techline Connect screens shown above.

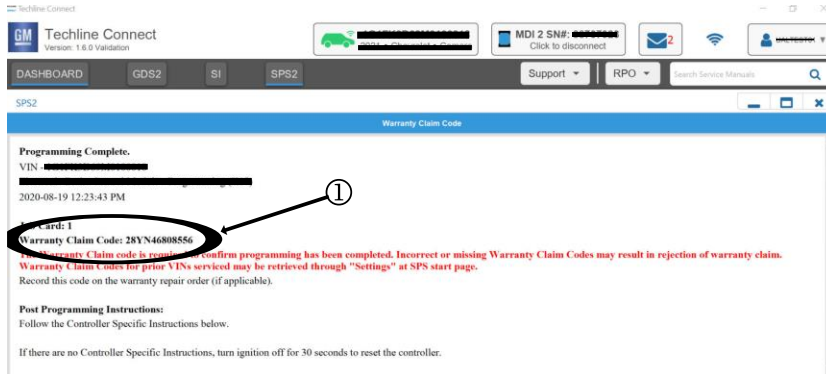
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Important: If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the Battery Energy Control Module. Refer to *K16 Battery Energy Control Module: Programming and Setup* in SI.



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Note: The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

- 2.. Record SPS Warranty Claim Code on job card for warranty transaction submission.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by March 31, 2025. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.



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March 2024

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2016-2018 model year Chevrolet Volt, your satisfaction with our product is very important to us.

This letter is intended to make you aware that on some 2016-2018 model year Volt vehicles, a malfunction involving the battery energy control module (BECM) may cause a reduced power mode, a no start condition, or a no charge condition.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2016-2018 model year Chevrolet Volt within 15 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program. For customer's vehicles already outside of the above years and/or miles, we are still offering reimbursement if the issue occurred within the years and miles stated above. Please follow the reimbursement steps below.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage **must be performed by a General Motors dealer**. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

Reimbursement: If you already paid for repairs for the condition described in this letter, **and those repairs were completed prior to this mailing**, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by March 31, 2025, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). **Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.**

If you have any questions or need any assistance, please contact your dealer or the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosure
N232432680