

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6837  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 26, 2024

Subject: N232432430 - Service Update  
Hybrid/EV Powertrain Control Module 2

Models: 2020 – 2022 Chevrolet Bolt EV  
2022 Chevrolet Bolt EUV

To: All General Motors Dealers

General Motors is releasing Service Update N232432430 today. Please see the attached bulletin for details.

**What Should Dealers Do:** Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin and it will also be displayed in Service Information tomorrow.

A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Service Update

## N232432430 Hybrid/EV Powertrain Control Module 2



Release Date: March 2024

Revision: 00

**Attention:** For EV Vehicles: 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 program is in effect until April 30, 2026.**

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Bolt EV	2020	2022		
Chevrolet	Bolt EUV	2022	2022		

Involved vehicles are marked "Open" on the Investigate Vehicle History screen 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.

<b>Condition</b>	Certain 2020 - 2022 model year Chevrolet Bolt EV and 2022 model year Chevrolet Bolt EUV vehicles may have a condition in which the internal mileage counter has been reset with a subsequent Hybrid/EV Powertrain Control Module 2 reprogramming event causing the HV Battery SOC to be limited to 80% beyond the required 6,213mi (10,000km).
<b>Correction</b>	Dealers are to verify mileage, contact Techline and reprogram the Hybrid/EV Powertrain Control Module 2.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107161*	Return Charge Limit to 100 Percent After Reaching Mileage Threshold	1.0	ZFAT	N/A

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

Labour Time [\[Top\]](#)

Labour Operation Code:

Additional labour op code information:

SPS Warranty Claim Code:

6125814

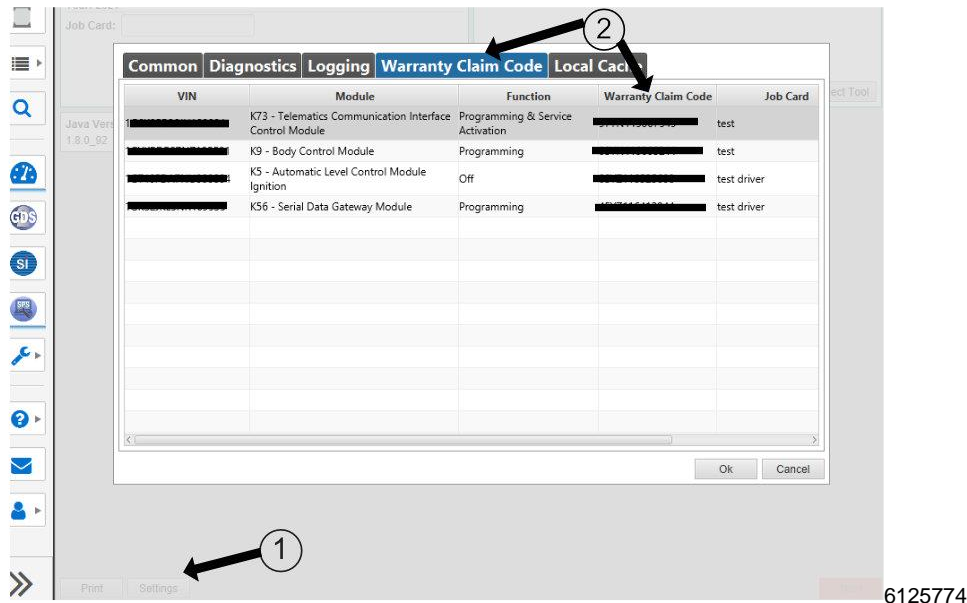
- The Warranty Claim Code from the programming event must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job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

# Service Update

## N232432430 Hybrid/EV Powertrain Control Module 2



### 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.

### Service Procedure

**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](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12V 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.

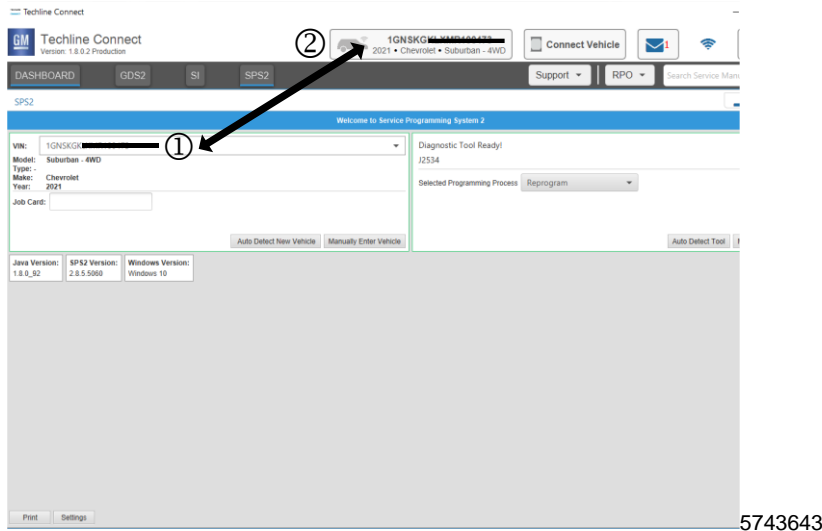
# Service Update

## N232432430 Hybrid/EV Powertrain Control Module 2

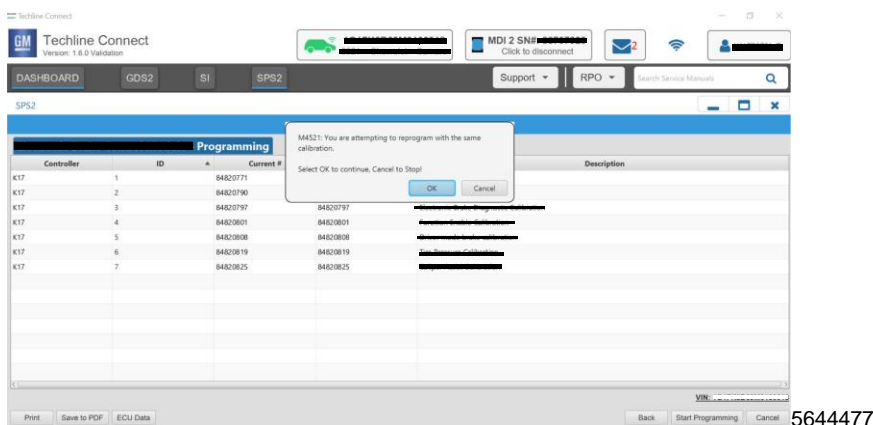
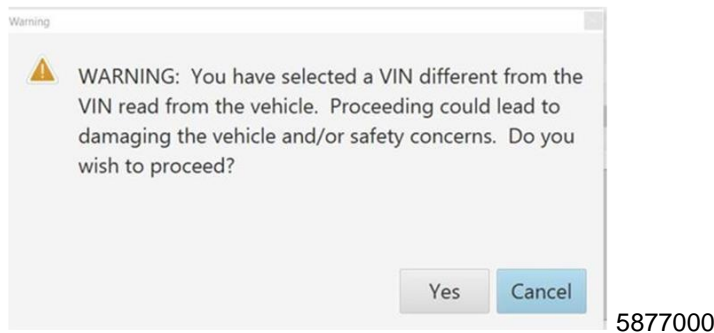


- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that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



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



**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.

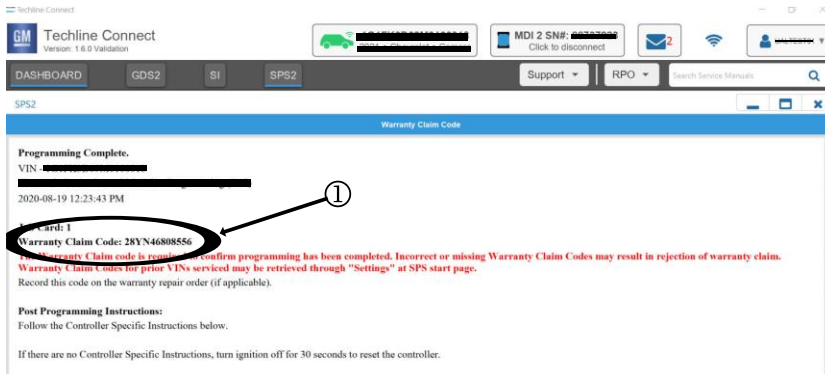
Contact Techline at 800.828.6860 (English) (U.S. & Canada) (800.503.3222 (French) with this bulletin number, provide the VIN, the vehicle odometer when recall N212345944 or N212345945 was implemented and the current odometer.

**Note:** 10,000 km (6,213 miles) or greater must have been driven since N212345944 or N212345945 was programmed into the vehicle. Verify Recall mileage using Investigate Vehicle History (IVH) screen in GM Global Warranty Management system.

1. Contact Techline at 800.828.6860 (English) (U.S. & Canada) (800.503.3222 (French) with this bulletin number, provide the VIN, the vehicle odometer when recall N212345944 or N212345945 was implemented and the current odometer.
2. After contacting Techline, reprogram the Hybrid/EV Powertrain Control Module 2 (HPCM2) and return the vehicle to 100% charging.

### Return Vehicle to 100% Charging

1. Set Target Charge Level to 100%. To change the Target Charge Level in the center infotainment display, touch Energy and then touch Charging.
  - 1.1. Touch the Target Charge Level tab on the Charging screen.
  - 1.2. Touch "+" (plus) to increase charge level to 100%.
  - 1.3. If the customer is not waiting, charge the vehicle to full capacity. The charge is complete when the green light on the top of the dash is solid green. DC Fast Charging may be used.



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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.

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### Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service through April 30, 2026, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

### Dealer Reports – For USA & Export

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

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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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**