



Service Bulletin

Bulletin No.: 18-NA-236

Date: May, 2024

EXCHANGE PROGRAM

Subject: Lithium-Ion Battery – Section and Small Pack Exchange Procedure

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmis- sion: | Hybrid: |
|-----------|------------------|-------------|------|------|----|---------|--------------------|---------|
| | | from | to | from | to | | | |
| Buick | LaCrosse eAssist | 2012 | 2016 | — | — | LUK | MHH | HP6 |
| | LaCrosse eAssist | 2018 | 2019 | | | LHN | MNH | HP5 |
| | Regal eAssist | 2012 | 2017 | | | LHN | MNH | HP5 |
| Cadillac | ELR | 2014 | 2016 | | | LUU | MKD | — |
| Chevrolet | Volt | 2011 | 2015 | | | LUU | MKA | — |
| | Volt | 2016 | 2019 | | | L3A | MKV | — |
| | Malibu ECO | 2013 | 2014 | | | LUK | MHH | HP6 |
| | Impala ECO | 2014 | 2014 | | | LUK | MHH | HP6 |
| | Malibu E2 HEV | 2016 | 2019 | | | LKN | MKE | HP4 |
| | Bolt EV | 2017 | 2023 | | | N/A | MMF | HPB |
| | Bolt EUV | 2022 | 2023 | | | N/A | MMF | HPB |
| | Silverado | 2016 | 2018 | | | L8B | M5X | HP5 |
| GMC | Sierra | 2016 | 2018 | | | L8B | M5X | HP5 |

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|----------------------------|--|
| Involved Region or Country | North America, Brazil, GM Korea Company, Middle East |
| Information | The lithium-ion battery section is on an approval process through the General Motors Technical Assistance Center (TAC). The dealership must first contact TAC to establish a case number and authorization to order the lithium-ion battery section (row). |

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

served. Repairs must be performed by a technician who has successfully completed the required training.

Diagnostic Information & Procedures

For diagnostic information, lithium-ion battery section replacement, and lithium-ion battery section preparation for shipping please reference Service Information. 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) to review case details. Reference PIP5632 for session log data collection.

2017-2023 Bolt EV and Bolt EUV Specific Requirements

| Model Year | Possible Applicable Field Action | Field Action Status/Attribute | Section Service | Additional Requirements |
|------------|--|---|-----------------|--|
| 2017-2019 | N212343881 N212343882 | OPEN (Chemistry N2.1) | No | Replace complete battery pack under FA N212343881 or N212343881 |
| | | CLOSED (Chemistry N2.2) | Yes | Service only with N2.2 chemistry |
| 2020-2022 | N212345941 N212345942 N212345944 N212345945 N212345946 | Open | No | Replace complete battery pack under FA N212345941 or N212345942 |
| | | CLOSED and BIN xx21244RESxxxxxx and prior | No | Replace complete battery pack |
| | | CLOSED and BIN xx21245RESxxxxxx and later | Yes | Service only with N2.2 chemistry. Section (Row) 4 and 5 must be replaced at the same time if either is serviced. Section (Row) 1,2, or 3 may be serviced individually. |
| 2023 | N/A | RPO EFZ (Chemistry N2.2) | Yes | Service only with N2.2 chemistry |
| | N/A | RPO EKZ (Chemistry N2.2A) | No | Replace complete battery pack at this time. Service only with N2.2A chemistry |

Note: A maximum of two section (rows) may be replaced at any one time. Replace the entire battery (or all sections / rows) if three or more require replacement.

Hybrid / EV Battery Cell Balancing

Bolt EV/EUV sections(rows) will arrive custom-balanced to near the average cell voltage you provide at the time of order. You must follow service information to complete a short, final balancing once installed into the battery pack. It will be faster to balance the replacement section if the state of charge displayed in green bars on the instrument cluster is less than 100% at the time of ordering. Bolt EV/EUV sections cannot be ordered above 4.0v average cell voltage. Use software revision 10 or newer for the EL-50332 battery balancing tool.

Note: Once the section order has been placed with the BSC (or York in Canada), the Bolt EV/EUV should *not* be released to the customer, should not be charged, and should not be driven more than 0.8 km (a half mile) in order to prevent increasing the time required for cell balancing.

2011-2012 Volt Specific Requirements

2011-2012 Volt section orders are required to complete a chemistry determination procedure because some cells from these model years are incompatible with each other. Follow SI Document ID 4877428 for chemistry determination. Contact the GM BSC prior to



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EXAMPLE BIN Label for a Pre-breakpoint battery with prohibited section service.

Attach a photo of the BIN label to the TAC case.

quoting customer-pay sections for availability on 2011-2012 Volts needing P1.4 chemistry. If P1.4 refurbished sections are not available, a complete newer P1.7 pack will be required. P1.4 complete packs are not available to order.

Note: Failure to determine cell chemistry may result in a vehicle safety hazard.

2016-2019 Hybrid, ECO, and eAssist Specific Requirements

The packs for these hybrid vehicles are no longer on restriction. Consider repairing versus replacement prior to ordering a battery pack. For HP4 systems (Hybrid), single battery sections are available for order if a full pack is not needed. For HP5 systems (eAssist), both sections must be replaced as a matched set. All lithium-ion material is ordered through the GM BSC as described below. Capacity code is not required for HP4, HP5, or HP6 systems.

Parts Information & Ordering Instructions

Obtain the following data from the vehicle / GDS2:

VIN: _____

Odometer: _____

Customer complaint: _____

Diagnostic Trouble Codes (DTCs): _____

Hybrid/EV Battery Pack Capacity Code (From GDS2 HPCM2 Data / Voltage Data Screen): _____

Battery Pack Identification Number – BIN – (From GDS2 BECM Identification Information Screen or from Pack Label): _____

Hybrid/EV Battery Voltage Sensors Average (For Bolt EV and Bolt EUV Only, from GDS2 HPCM2 Data / Voltage Data): _____

Cell Chemistry (From Pack Label for Bolt EV and Bolt EUV Only): _____

HPCM2 Software 2 Part Number or Cell Chemistry (For 2011-2012 Volt Only): _____

Section Serial Number (if known): _____

Note: The GM BSC may hold your order or convert your order to a complete battery pack if sections (rows) are not currently in stock. Do not disassemble the vehicle until the part order is confirmed.

The GM BSC will ask for the following additional information to immediately process your order:

Make: _____

Model: _____

Model Year: _____

Part Number(s) being ordered (From EPC): _____

Dealer BAC#: _____

Dealer RO#: _____

Dealer Customer Code: _____

Dealer Name: _____

Dealer Shipping Contact Name: _____

Dealer Shipping Address: _____

Dealer Shipping Contact Email and Phone Number (to receive status updates) : _____

Receiving Hours: _____

Liftgate delivery service needed? : Y/N

For U.S. Orders:

With the above information, high voltage battery sections may be ordered from the GM Battery Service Center by calling **1-833-33 GM BSC** (1-833-334-6272).

For Canadian Orders:

Note: For Policy/Goodwill repairs, refer to information provided in the Warranty Information section of this bulletin. Dealers must obtain the necessary DSM pre-approval prior to placing an order.

High voltage battery sections may be ordered from York Electronics by logging onto the York Electronics website (www.yorkelec.com) using the username and password created for your Dealership. Refer to EPC to obtain the Part Number of the battery section required.

Canadian dealer online order process: Under the DEALERS tab, scroll down to ORDER ONLINE:

- Click on the Battery icon.
- Complete all required fields and submit the order.
- A copy of the order will be emailed to the email address used to log into the online order system.
- Once the order is processed by the York Electronics order desk, a confirmation email will be sent indicating the order was successfully received.

Note: For concerns with the online ordering process, please contact YORK ELECTRONICS OSHAWA at 1-888-650-9675 ext. 307.

Parts Retention and Returns

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

Important: Lithium-ion batteries are hazardous material. GM requires that at least one person be hazmat certified per servicing dealer. Additional resources for hazardous material shipping can be found as part of appendix G in the latest version of Service Bulletin # 99-00-89-019. A compromised (damaged) battery is hazardous waste and must be discharged according to SI procedures for damaged packs. All hazardous materials and hazardous waste must be shipped in accordance with all local, state, and federal laws.

Note: Ensure that all legal requirements for shipment of this material have been met, including those applicable to you as the shipper of dangerous/hazardous materials.

Note: If a new battery pack/section is returned for core in error or misplaced the dealer may be charged, please contact your Customer Care and Aftersales District Service Manager as soon as possible to notify them of the situation.

U.S. Exchange (Core) Return

For most battery pack/section replacements, contact CCA Logistics at: GMBatteryReturns@rxo.com or via Global Connect, EV High Voltage Battery Orders & Returns, Label Master Portal, or 1-844-931-4966. to arrange a pickup. Ship to the address on the return Bill of Lading included with the service pack.

DO NOT wait for the warranty claim to be processed before returning the failed used lithium-ion battery pack/section.

Place a copy of the repair order with the battery pack/section to be returned. Failure to return a copy of the repair order with the shipment may result in a charge. Attach the completed return shipping tag to the lithium-ion battery container.

DO NOT return the battery pack/section in any container other than the container that the service battery was delivered in. The removed unit must be returned complete in the original exchange shipping container.

Canadian Exchange (Core) Returns

All lithium-ion batteries that are removed from the vehicle need to be returned to the appropriate core return center. Refer to GM Global Connect for the latest GM Canada Parts Bulletin relating to procedures for return of EV Batteries or Sections. This can be found under Parts Bulletins & Resources located in the application section of the Parts Department page. Canadian Dealers DO NOT return batteries to an Electronic Service Center (ESC) or to the Warranty Parts Center (WPC).

Storage Guidelines:

Danger: Failure to follow these guidelines may result in serious injury or death.

1. Store the Lithium-ion battery flat.
2. Store the Lithium-ion battery in an environmentally protected area.
3. Maintain the Lithium-ion battery at room temperature.
4. Protect the Lithium-ion battery from exposure to liquids.
5. Protect the Lithium-ion battery from physical damage.
6. Store the Lithium-ion battery in a limited-access area.

Danger: The high voltage (HV) battery must be protected when outside of the vehicle. Therefore, the battery must be immediately placed in the original shipping container.

Policy & Customer Pay

For Lithium-Ion Battery Replacements under Policy:

| Policy Information (United States) | Policy/Goodwill Information (Canada) |
|---|--|
| <p>Note: For batteries replaced under Policy, the following guidelines are in effect as of January 1st, 2024:</p> <ol style="list-style-type: none"> If the dealer wants to extend Policy assistance in the repair costs, the dealer must follow guidelines listed in the latest version of Service Bulletin 11-00-89-005 and run the Policy Evaluation Tool entering the labor, miscellaneous parts, and all net items at warranty rates. High voltage batteries and sections replaced under Policy are provided to the dealer through a third-party Battery Service Center (BSC). Dealer must inform the BSC at the time of ordering that the repair is being made under Policy. Miscellaneous items such as coolant should be entered in the Parts field and not in the Net Amount of the submitted transaction. | <p>Note: For batteries replaced under Policy, the following guidelines are in effect as of February 15th, 2024:</p> <ol style="list-style-type: none"> All Policy/Goodwill repairs involving material ordered through York Electronics (via TAC) must have pre-approval from the District Service Manager (DSM). Failure to obtain approval prior to ordering may result in the dealer being charged a core non-return fee in the amount published by GM. The Dealer must have pre-approval via email or other type of communication involving the District Service Manager (DSM). Attach a copy of the approval from District Service Manager (DSM) to the job card. |
| If a dealer does not return the Lithium-Ion battery packs/sections removed from the vehicle within 30 days, they will be charged a core non-return fee in the amount published by GM. | |

For Lithium-Ion Battery Replacements as Customer-Pay:

| Customer Pay Information (United States) | Customer Pay Information (Canada) |
|--|---|
| <ol style="list-style-type: none"> All steps in this bulletin must be followed, dealers will still be required to open a TAC case and receive authorization to place a customer pay order. Dealers must provide a VIN for the vehicle at issue before any orders can be placed. The BSC must be notified at the time of ordering that the order type is customer pay, not warranty. Core returns (including shipping) must be sent to the BSC. Failure to do so will result in dealers being charged a core non-return fee in the amount published by GM. Reference 18-NA-180 for additional core information. | <ol style="list-style-type: none"> All steps in this bulletin must be followed, dealers will still be required to open a TAC case and receive authorization to place a customer pay order. Dealers must provide a VIN for the vehicle at issue before any orders can be placed. York Electronics must be notified at the time of ordering that the order type is customer pay, not warranty. Core returns: Refer to GM GlobalConnect for the latest GM Parts Bulletin relating to procedures for return of EV Batteries or Sections. This can be found under Parts Bulletins & Resources located in the application section of the Parts Department page. Canadian Dealers DO NOT return batteries to the ESC or to the WPC. Reference 18-NA-180 for additional core information. |
| If a dealer does not return the Lithium-Ion battery packs/sections removed from the vehicle within 30 days, they will be charged a core non-return fee in the amount published by GM. | |

Warranty Information

Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

For vehicles repaired under the EV coverage, use the causal labor op.

Applicable parts, such as coolant, lithium-ion battery, etc; should be submitted in the parts field of Global Warranty management.

Reference Service Bulletin #18-NA-180 for more information.

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| Version | 13 |
| Modified | Released August 28, 2018 Revised September 11, 2018 – Added the Malibu E2 HEV Model, the Malibu Hybrid, ECO, and eAssist Specific Requirements section, battery pack identification information under Vehicle Specific Information Required for Order and EPC reference information under For Canadian Orders. |

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| | <p>Revised March 05, 2019 – Added the Silverado, Sierra and LaCrosse (Hybrid HP5) Models, added Hybrid column to Table, removed breakpoint from the 2017-2019 Bolt EV Specific Requirements section and updated information under the 2016-2019 Hybrid, ECO, and eAssist Specific Requirements, Canadian Failed Battery Returns and Warranty Administration Detail sections.</p> <p>Revised October 09, 2019 – Added the 2020 Bolt EV Model and added information on battery section availability for Canada and an Important statement regarding cell chemistry compatibility under 2017-2020 Bolt EV Specific Requirements.</p> <p>Revised April 01, 2020 – Updated information about releasing vehicle under 2017-2020 Bolt EV Specific Requirements.</p> <p>Revised September 15, 2020 – Updated the information under 2017-2020 Bolt EV Specific Requirements, For Canadian Orders sections and information starting at Li-Ion Battery Section Returns.</p> <p>Revised October 13, 2020 – Updated the information under 2017-2020 Bolt EV Specific Requirements and the Warranty Information.</p> <p>Revised December 15, 2020 – Added the 2021 Model Year to Bolt EV and updated information under 2017-2021 Bolt EV Specific Requirements and <u>For Canadian Orders</u> under Vehicle Specific Information Required for Order.</p> <p>Revised May 11, 2021 – Added the 2022 Chevrolet Bolt EV and Chevrolet Bolt EUV, updated information under 2017-2022 Bolt EV and Bolt EUV Specific Requirements and Normal Exchange (Core) Return sections and updated Canadian information throughout the bulletin.</p> <p>Revised January 01, 2024 – Updated information to match other changes across multiple bulletins.</p> <p>Revised February 19, 2024 – Added 2023 Model Year to Bolt EV and Bolt EUV and updated effective date under Policy/Goodwill Information (Canada).</p> <p>Revised April 02, 2024 – Updated information throughout the bulletin.</p> <p>Revised May 03, 2024 – Added to attach photo to TAC Case at end of Diagnostic Information & Procedures section.</p> |
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