

Subject: Engineering Information - (MIL) on (DIC), BET and BEV3 Ultium Packs Setting Moving Average Voltage Detection (MAVD) and Delta Voltage Rest Period (DVRP) Fault Codes, DTC's U3620, U3621, U3622, U3623, U3624, U3625, U3626, U3627, U3628, U3629, U362A, U362B, U362C, U362D, U362E, U362F, U3630, U3631, U3632, U3633, U3634, U3635, U3636, U3637, U3638, U3639, U363A, U363B, U363C, U363D, U363E, U363F, U2B7A, U2B7E, U2B98, U2B82, U2B86, U2B8A, U2B8E, U2B92, U2B96, U2B99, U2B9A, U2B9B, U2B9C, U2B9D, U2B9E, U2B9F Set

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE, and proceed with diagnostics found in published service information. THIS IS NOT A RECALL refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

This EI has been revised to updated Subject and added Additional Keywords. Please discard PIE0788.

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
BrightDrop	Zevo 600	2023	2024	—	—	—	—
	Zevo 400	2024					
Cadillac	LYRIQ	2023					
Chevrolet	Blazer EV	2024					
	Equinox EV						
	Silverado EV						
GMC	HUMMER EV	2022					
	HUMMER EV SUV	2024					

Involved Region or Country	U.S. Dealers ONLY
Condition	Some customers may comment on the Malfunction Indicator Lamp (MIL) illuminated on the Driver Information Center (DIC). Technicians may find one or more of the following DTCs set. U3620, U3621, U3622, U3623, U3624, U3625, U3626, U3627, U3628, U3629, U362A, U362B, U362C, U362D, U362E, U362F, U3630, U3631, U3632, U3633, U3634, U3635, U3636, U3637, U3638, U3639, U363A, U363B, U363C, U363D, U363E, U363F, U2B7A, U2B7E, U2B98, U2B82, U2B86, U2B8A, U2B8E, U2B92, U2B96, U2B99, U2B9A, U2B9B, U2B9C, U2B9D, U2B9E, U2B9F
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

Important: This engineering information (PIE) 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 serviced. Repairs must be performed by a technician who has successfully completed the required training.

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.

If you encounter a vehicle with the above concern, perform the following and contact one of the engineers listed below with your findings:

Important: DO NOT clear the codes or program the BECM and make sure 12-volt battery is charged.

1. Is the Malfunction Indicator Lamp (MIL) currently illuminated on (DIC)?
2. Did the customer experience the (MIL) immediately after DCFC charging?
 - 2.1. If no, describe the drive trip prior to the (MIL) being illuminated on the (DIC).
3. What type of home charger does the customer typically use? (Make/Model/KW capability)
4. What is the DTC/SYM Byte setting?
 - 4.1. Current or History?
5. Did the vehicle come in with a dead 12V battery?
 - 5.1. Has the 12V battery or HVSL been disconnected during this visit?
6. Has the vehicle been programmed?
7. Provide the current BECM CAL information. The BECM CAL can be found in GDS2 - Module Diagnostics - K16 BECM – Identification Information – Identification Information - Calibration Part Number 1.
8. Were any codes cleared?

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If an engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2887598*	Engineering Information - (MIL) Illuminated on (DIC), Multiple DTC's Set	0.5 Hrs.
Add	Additional Cycling/Tests if Instructed	1.5 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	2
Modified	Released April 30, 2024 Revised May 07, 2024 – Updated Subject and added Additional Keywords.

Additional Keywords: U3620, U3621, U3622, U3623, U3624, U3625, U3626, U3627, U3628, U3629, U362A, U362B, U362C, U362D, U362E, U362F, U3630, U3631, U3632, U3633, U3634, U3635, U3636, U3637, U3638, U3639, U363A, U363B, U363C, U363D, U363E, U363F, U2B7A, U2B7E, U2B98, U2B82, U2B86, U2B8A, U2B8E, U2B92, U2B96, U2B99, U2B9A, U2B9B, U2B9C, U2B9D, U2B9E, U2B9F