

GENERAL MOTORS
DCS6931
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 27, 2024

Subject: N242443001 - Service Update
High Voltage Battery Software Update

Models: 2017 – 2022 Chevrolet Bolt EV
2022 Chevrolet Bolt EUV

General Motors is releasing Service Update N242443001 today.

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

Service Update

N242443001 High Voltage Battery Software Update



Release Date: June 2024

Revision: 00

Attention: For EV Involved 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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Bolt EV	2017	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.

Condition	Certain 2017 - 2022 model year Chevrolet Bolt EV and 2022 model year Chevrolet Bolt EUV vehicles, may need the battery software updated.
Correction	Dealers will reprogram the Hybrid Powertrain Control Module 2, Battery Energy Control Module, and the Body Control module.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107354*	Hybrid Powertrain Control Module 2, Battery Energy Control Module, and Body Control Module reprogramming (2017-2021MY)	1.2	ZFAT	N/A
9107376*	Hybrid Powertrain Control Module 2, Battery Energy Control Module reprogramming (2022MY)	0.7	ZFAT	N/A

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

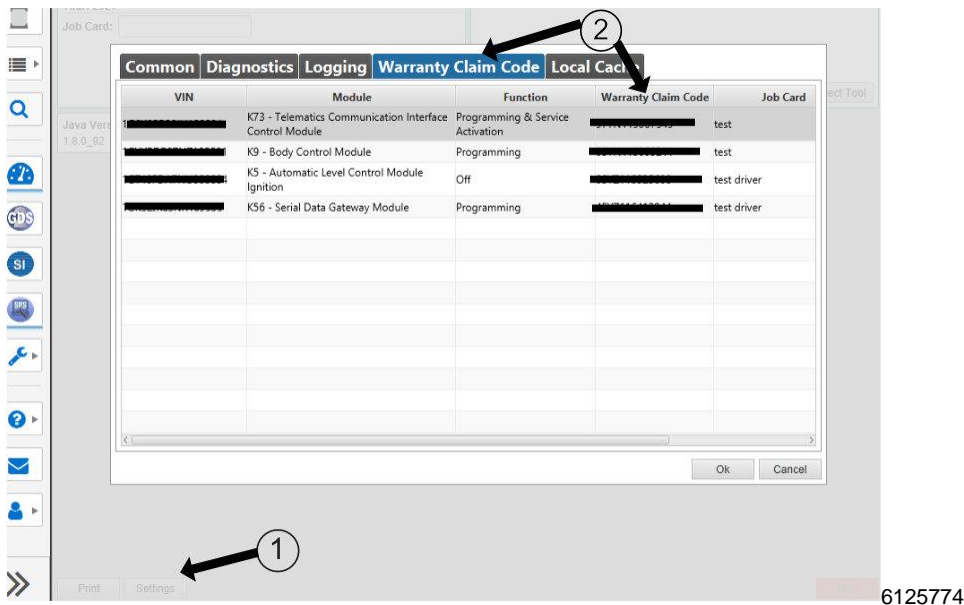


- The Warranty Claim Code from the programming event must be accurately entered in the “Warranty Claim Code” field of the transaction.
 - When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the “Correction” field on the job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

Warranty Claim Code Information Retrieval

Service Update

N242443001 High Voltage Battery Software Update



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

Programming

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

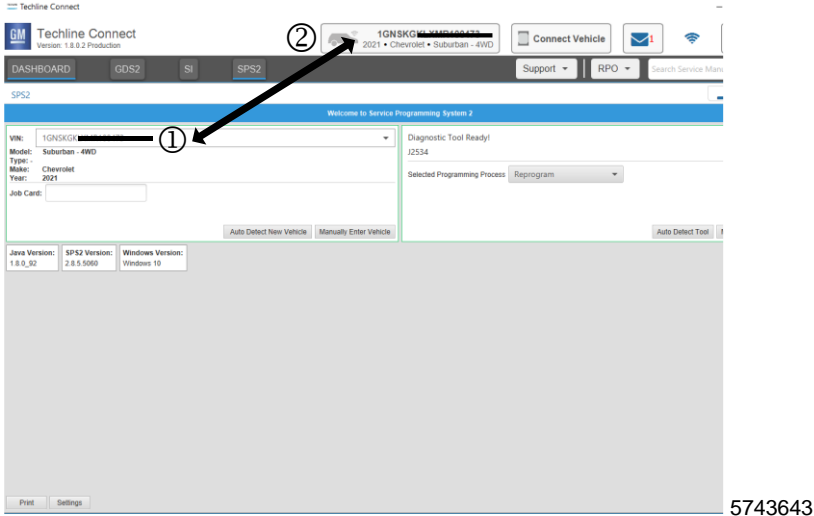
Service Update

N242443001 High Voltage Battery Software Update

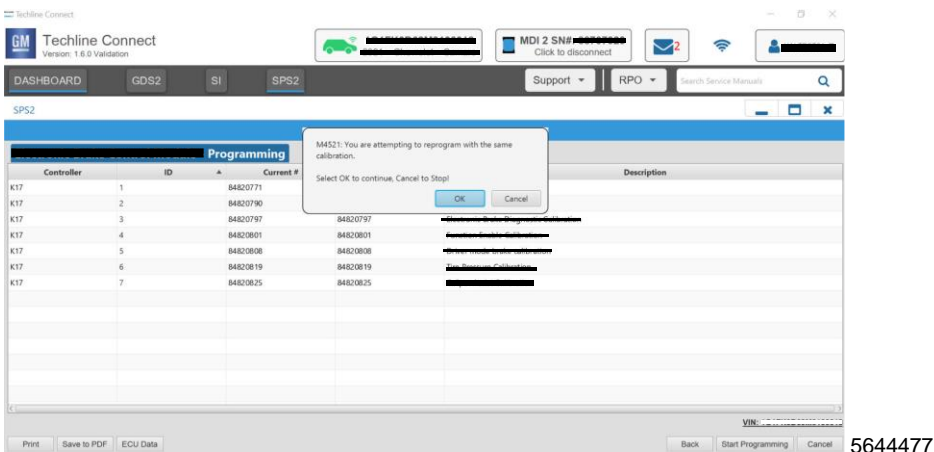
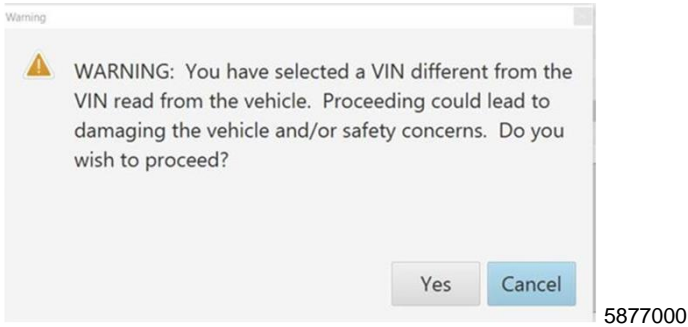


top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.

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

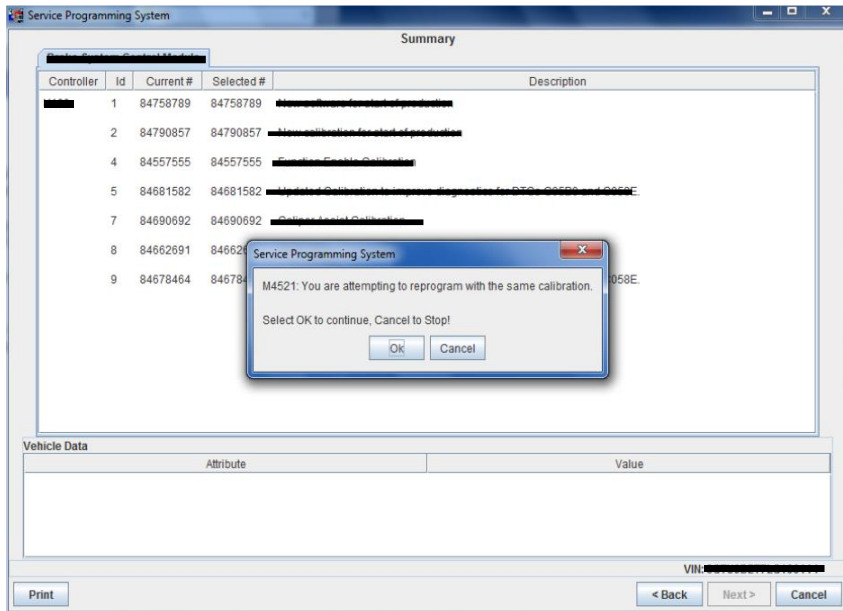


Important: If the vehicle VIN DOES NOT match, the message below will be shown.



Service Update

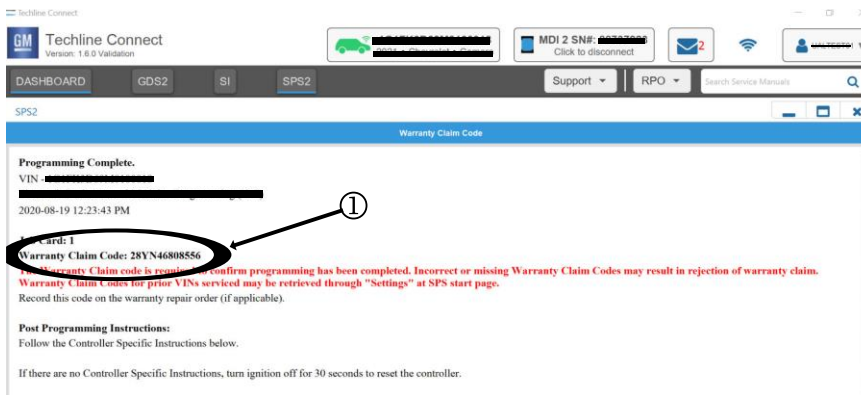
N242443001 High Voltage Battery Software Update



5431207

Important: Techline Connect and TIS2WEB screens shown above.

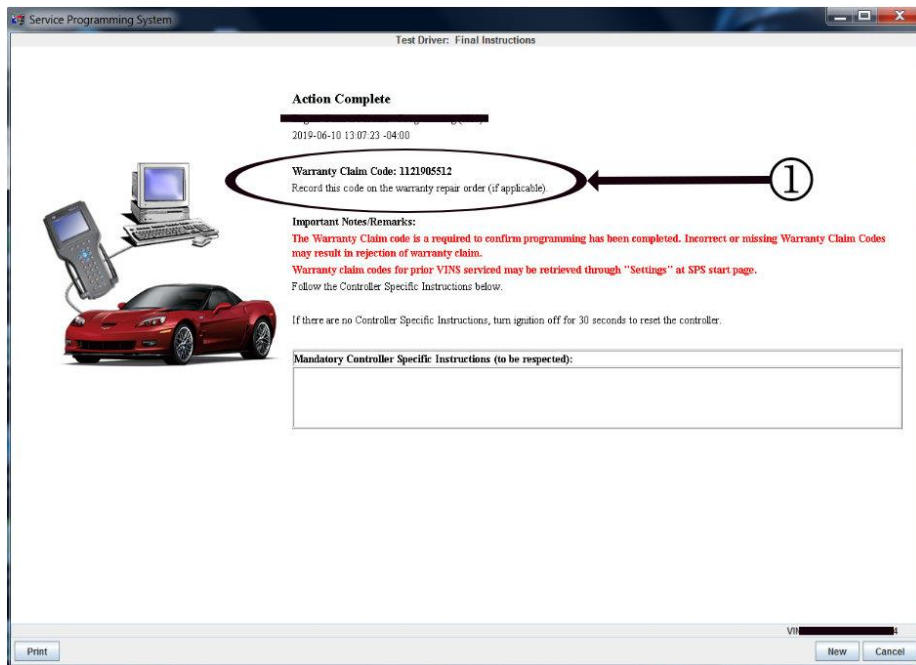
Important: If the same calibration/software warning is noted on the TLC or SPS Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer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



5644478

Service Update

N242443001 High Voltage Battery Software Update



5431209

Note: The screenshots above are 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.

1. Reprogram the following modules.
 - a. Hybrid Powertrain Control Module 2. Refer to *K114B Hybrid/EV Powertrain Control Module 2: Programming and Setup* in SI
 - Remain in the vehicle with the brake pedal depressed during the programming of the K114B HPCM2. When the green check mark indicates the K114B HPCM2 has been re-programmed, as shown in the image, release the brake pedal and transition to Ignition ON/Propulsion OFF.
 - b. Battery Energy Control Module. Refer to *K16 Battery Energy Control Module: Programming and Setup* in SI.
 - c. (All model years EXCEPT 2022) Body Control Module. Refer to *K9 Body Control Module: Programming and Setup* in SI.
2. After programming has fully completed, clear DTCs. Let the vehicle sleep for 1 minute after removing the MDI, powering OFF, and closing all doors.

Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading 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/repared 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.

Service Update

N242443001 High Voltage Battery Software Update



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.

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**