



Service Bulletin

Bulletin No.: 22-NA-083

Date: June, 2024

TECHNICAL

Subject: Requirements for Replacement of the Dual Mode Charge Cord Set Under Warranty

Brand:	Model:	Model Year:		VIN:		Propulsion:	Drive Unit:
		from	to	from	to		
Cadillac	LYRIQ	2023	2024	—	—	—	—
Chevrolet	Blazer EV						
	Bolt EUV						
	Equinox EV						
	Silverado EV						
GMC	HUMMER EV	2022					
	HUMMER EV SUV	2024					

Involved Region or Country	North America Only
Condition	<p>When replacing the dual mode charge cord set under warranty, you must return the main cordset assembly and the grid plug the customer was using: (1) charge cord body, and (2) swappable grid plug used by the customer as they are requested by the GM Warranty Parts Center (WPC). Note: Failure to return both components may result in a debit of the warranty claim. Charge cords are not to be replaced due to customer abuse or failure to comply with charge cord instructions. Many charge cords are returned without any trouble found. Additional information is appreciated on the repair order as to why the cord set is being replaced, such as the LED light status, which grid plug was being used, etc.</p> <p>Example: "Charge Cord Fault Detected" - White off / Flashing Red or "Charge Cord Internal Fault Present - White off/ White off/ Solid Red, as referenced in the Plug-In Charging Malfunction per Single Mode (voltage) Charge Cord Status Indicator Key in SI.</p>
Cause	The product quality team requests that the module be returned along with the grid plug the customer is using to be returned to perform proper root cause analysis on the returned assembly. (It is no longer necessary to return the Grid plug the customer is not using).
Correction	<p>Refer to SI procedures and other published bulletins to aid in cordset diagnosis for known customer induced issues prior to replacing the cord set under warranty.</p> <p>All charge cords are part of the Pre-Repair Authorization process for warranty repairs. Please refer to Service Bulletin # 18-NA-306 for the pre-repair authorization process.</p> <p>Note: Replacing a cord set for a customer induced condition may result in a debit of the warranty claim. Warranty coverage is for manufacturing defects.</p> <p>Note: The individual components are available to repair customer induced, non-warranty conditions.</p>

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 serviced. Repairs must be performed by a technician who has successfully completed the required training. Refer to Plug-In Charging Malfunction per Single Mode (voltage) Charge Cord Status Indicator Key- printed in SI.



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Return **BOTH** the Charge Cord Body Module (1) and the Grid Plug that the customer was using when the fault occurs (2), as shown in the picture above.

Note: Failure to return both failed components and provide clear description of the fault may result in a debit of the warranty claim.
 INSERT Dual Mode (Voltage) Charge Cord Status Indicator Key

Parts Information

Description	Part Number
Main Cordset Module	24044913
120 Grid Plug	24295528
240V Grid Plug	24295536

Warranty Information

For vehicles repaired under warranty, use:

Important: Portable charge cords are covered under the new vehicle bumper-to-bumper warranty (Canada Base Warranty).

Labor Operation	Description	Labor Time
5040230	Drive Motor Battery Charger Cable Kit Replacement	Use Published Labor Operation Time

Version	4
Modified	Released April 19, 2022 Revised March 23, 2023 – Added Cadillac LYRIQ, 2023 Model Year, updated Condition, Correction and Parts Information. Revised March 04, 2024 - Revised to add Blazer EV, HUMMER EV SUV, Equinox EV, Silverado EV, 2024 Model Year, and updated the Condition and Parts Information. Revised June 27, 2024 - Updated Parts Information.

