Bulletin No.: PIP5994A
Published date: 09/20/2024

Preliminary Information

PIP5994A MIL is Displayed on the Dashboard - P2980 set current and or history

Proactive

Models

Brand:	Model:	Model Years:	VIN: from	to	Engine:	Transmissions:
Brightdrop	600 eLCV	2024 - 2025	All	All	All	All
Brightdrop	Zevo 400	2024	All	All	All	All
Cadillac	LYRIQ	2023 AWD only and - 2024	All	All	All	All
Chevrolet	Blazer EV	2024	All	All	All	All
Chevrolet	Equinox EV	2024	All	All	All	All
Chevrolet	Silverado EV RST	2024	All	All	All	All
GMC	HUMMER EV Pickup	2024 - 2025	All	All	All	All
GMC	HUMMER EV SUV	2024 - 2025	All	All	All	All
GMC	Sierra Denali EV	2024	All	All	All	All

Involved Region or Country	**North America**
Condition	**A customer may comment a Service High Voltage Message, Unable to Charge Message, or MIL is displayed on the Dash.**
Cause	**1) A potential software anomaly may be present.** **2) Dealership to ask to the customer if there could have been contaminants (example: snow, ice, or moisture) in the charge port as this can also cause this DTC to set.** **3) Dealership to ask to the customer if the vehicle was plugged in while not in Park as this can set this diagnostic. A potential scenario for this would be a passenger that plugged the vehicle in while the vehicle was not in Park. This applies for AC and DC charging stations.** **4) A loss of high voltage isolation may be present.** **5) The Battery Charger DC Charging Circuits may be shorted.**

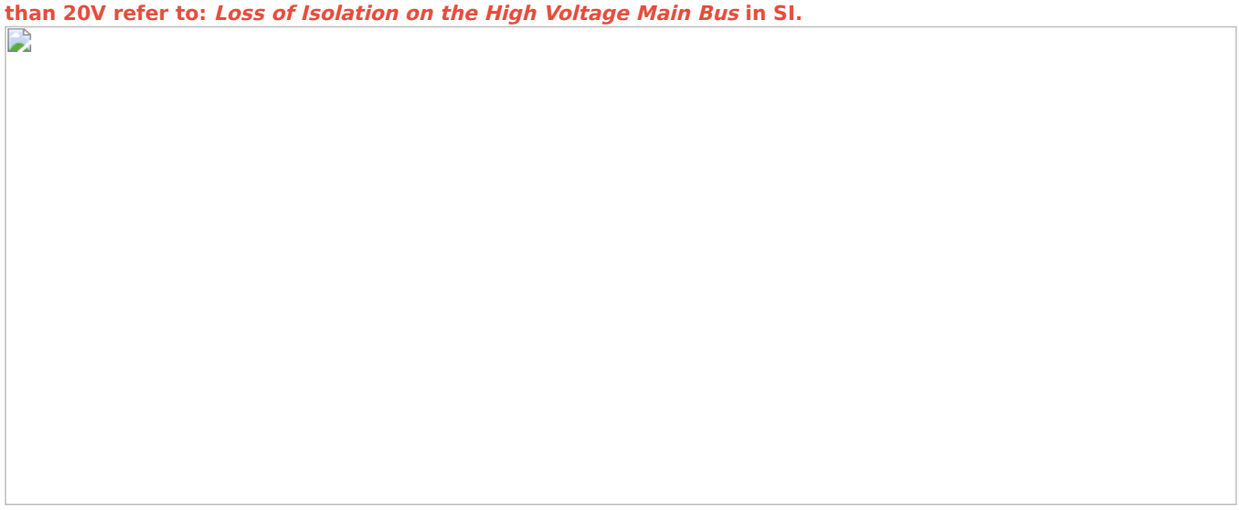
Diagnostic Aids:

A) Dealership to communicate to the customer that the charge station can set this diagnostic if the vehicle was plugged in while not in Park. A potential scenario for this would be a passenger that plugged the vehicle in while the vehicle was not in Park. This applies for AC and DC charging stations.
B) Dealership to communicate to the customer that contaminants (example: snow, ice, or moisture) in the charge port can also cause this DTC to set.
C) When P2980 is active, DCFC is unavailable, but AC charge is still available.

Correction:

1. **With the vehicle in Service mode, use GDS2, verify if the vehicle has the following DTC; P2980 set as current or history.**
2. **Verify if DTCs P0AA6, P0DAA, P302F, U2BFF or U359E are set as current or history.**
   - **If any of the DTCs are present refer to: Diagnostic Trouble Code (DTC) List - Vehicle**
3. **Verify no other high voltage battery related DTCs are set. If any other DTCs are set – refer to: Diagnostic Trouble Code (DTC) List - Vehicle**
4. **With the vehicle in Service mode, use GDS2 and clear DTCs.**

5. **Check for any contaminants in the DC Charge port receptacle. If any contaminants are present, clean and then continue to step 6**
6. **Place vehicle in Propulsion "Ready" mode (not Service mode), Observe GDS2 data for K16 – Battery Energy Control Module> Data Display> High Voltage Isolation Data. Locate the following parameters and lock them to the top of the data list:**
   -*Most Recent Isolation Resistance – Pack*
   -*Most Recent Isolation Resistance – Pack 2* (as applicable)
   -*Hybrid/Electric Vehicle Battery Pack Positive Half Pack Voltage*
   -*Hybrid/Electric Vehicle Battery Pack Negative Half Pack Voltage*
   -*Hybrid/Electric Vehicle Battery Voltage Isolation Sensing Circuit (ON/OFF)*
   -*Hybrid/Electric Vehicle Battery Voltage Isolation Sensing Circuit 2 (ON/OFF)*
7. **Observe the Most Recent Isolation Resistance *PACK* (and *PACK 2* as applicable).**
   - **If either parameter is less than 6200K ohms, refer to DTC P2980 in SI.**
8. **With the vehicle in Propulsion "Ready" mode, not plugged-in charging, heater and air conditioning on max temperature/fan (ECO HVAC off if applicable) observe and record the *Hybrid/Electric Vehicle Battery Pack Positive Half Pack Voltage* and the *Hybrid/Electric Vehicle Battery Pack Negative Half Pack Voltage* parameters after the Isolation Sensing Circuit and Isolation Sensing Circuit 2 have been OFF for 7-10 seconds.**
   - **NOTE: When the system has active isolation sensing circuits ON the voltages may deviate for about 50 seconds, turn OFF for 10 seconds and repeat. If the delta *when isolation sensing circuits are OFF* is Greater than 20V refer to: *Loss of Isolation on the High Voltage Main Bus* in SI.**



9. **For all vehicles except Brightdrop, after each shift to Park the system will momentarily close one DC charging contactor and observe the voltage on the opposite contactor circuit. Brightdrop performs the same action but upon closing of the charge port door. A DC charging circuit short is identified if both circuit voltages rise immediately after a single contactor closes. Perform several shifts between any position and PARK (or open and close the charge port door on Brightdrop) and inspect for DTCs.**
   - **If DTC P2980 is current, refer to DTC P2980 in SI.**
10. **Return vehicle to the customer and provide the following information.**
    - **The charge cord/station can set this diagnostic if the vehicle was plugged in while not in Park. A potential scenario for this would be a passenger that plugged the vehicle in while the vehicle was not in Park. Either AC or DC charging cords/stations could set the DTC under this scenario.**
    - **Always inspect the charge plug/port for contaminants (example: snow, ice, or moisture) This can also cause this DTC to set.**
    - **If DTC P2980 sets again, DC Fast Charging (DCFC) is unavailable, but AC charging is still available.**
    - **A Software improvement will be made available via Over the Air Update (OTA) at a later date in time to help prevent false failures.**

Please advise the customer of the future Software Improvements to come, the scenarios that might induce this concern and re-assure them that should DTC P2980 set again, while DC Fast Charging (DCFC) is unavailable, AC charging is still available.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2887878	P2980 Diagnosis & Repair	1.0 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	**2**
Modified	**09/10/2024 - Created on.** **09/20/2024 Updated Model Years**

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