



# Service Bulletin

Bulletin No.: PIE0753E

Date: October, 2024

## ENGINEERING INFORMATION

**Subject:** Engineering Information – Information on Selective Battery Pack Replacement for Analysis

**Attention:** Proceed with this EI ONLY if the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If 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 the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

This EI has been revised to add BrightDrop Zevo 400, GMC Sierra EV, Chevrolet BrightDrop 400, 600 and added 2025 Model Year to Chevrolet Equinox EV, Silverado EV, Blazer EV, and Cadillac LYRIQ. Please discard PIE0753D.

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
BrightDrop	EV600	2022	2022				
	Zevo 600	2023	2024				
	Zevo 400	2024					
Cadillac	LYRIQ	2023	2025				
Chevrolet	Blazer EV	2024					
	Bolt EUV	2022	2023				
	Bolt EV	2017					
	BrightDrop 400	2025		—	—	—	—
	BrightDrop 600						
Equinox EV	2024						
Silverado EV							
GMC	HUMMER EV	2022					
	HUMMER EV Pickup	2024	2025				
	HUMMER EV SUV						
	Sierra EV						

Involved Region or Country	U.S. and Canada Dealers ONLY
<b>Condition</b>	GM recovers a small number of electric vehicle battery packs from customer-owned vehicles in the field each year for further engineering study and analysis. This program helps GM improve future EV products, analyze the performance of the battery packs in customer driven EVs, and proactively identify and correct potential issues before they can impact battery or vehicle performance. GM selects batteries for participation in this program based on various engineering criteria, including manufacturing data, vehicle location, vehicle mileage, and battery charging behavior. The customers involved will be contacted proactively by GM to visit a GM EV certified dealer for a battery pack replacement under warranty.

## Correction

**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.

If you have been contacted by GM Engineering and/or the customer with the above concern, perform the following:

1. Verify that this **PIE0753** appears in IVH for this vehicle's VIN.
2. Verify the warranty coverage.

If the vehicle does not have active high voltage battery warranty, **DO NOT** proceed with this EI.

3. Contact GM Technical Assistance (TAC) to start a case and reference **PIE0753** to pre-authorize the battery pack replacement.
  - U.S. dealers should contact TAC via Dealer Case Management (DCM).
  - Canada dealers should contact TAC at the 800 numbers provided (refer to GM Canada Service Policies & Procedures Manual) after the vehicle arrives at the Dealer.
4. Follow the appropriate document below to complete the battery order with the Battery Service Center (Spiers New Technologies or Labelmaster in U.S. and York Electronics in Canada). Reference **PIE0753** when ordering.
  - Bolt EUV and Bolt EV – **19-NA-194**
  - HUMMER EV/HUMMER EV SUV/BrightDrop/Silverado EV/Sierra EV – **latest version of 23-NA-202**
  - LYRIQ – **23-NA-217**
  - Blazer EV – **23-NA-217**
  - Equinox EV – **23-NA-217**

**Important:** The high voltage battery pack should be replaced following published SI procedures (Drive Motor Battery Replacement and Shipping Preparation).

5. PRIOR to proceeding with battery removal, follow the applicable battery stability analysis procedure in SI:
  - **Bolt EUV / Bolt EV** – Refer to the *High Voltage System Inspection* document in SI and follow steps for Hybrid/EV Battery inspection. If depowering of the battery pack is recommended, STOP AND CALL TAC.
  - **HUMMER EV / HUMMER EV SUV / Brightdrop / Silverado EV / Sierra EV / LYRIQ / Blazer EV / Equinox EV** – Follow 23-NA-151 and attach all documentation to the TAC case as directed by the TSB.
6. Record all DTCs present in any module on the repair order then follow published service procedures to replace the High Voltage Battery pack.
7. Follow published procedures to prepare the removed battery for return shipping:
  - Bolt EUV and Bolt EV - **Drive Motor Battery Replacement and Shipping Preparation**
  - HUMMER EV/HUMMER EV SUV/BrightDrop/Silverado EV/Sierra EV- **22-NA-005: Information on Opening / Closure Instructions for DDR and Hybrid/Electric Vehicle Battery Pack Replacement and Shipping Preparation**
  - LYRIQ, Blazer EV and Equinox EV - **Hybrid/Electric Vehicle Battery Pack Replacement and Shipping Preparation**
8. Follow the core return process outlined in one of the bulletins/PIs below:
  - Bolt EUV and Bolt EV - **19-NA-194**
  - HUMMER EV/HUMMER EV SUV/BrightDrop/Silverado EV/ Sierra EV - **23-NA-202**
  - LYRIQ - **23-NA-217**
  - Blazer EV - **23-NA-217**
  - Equinox EV - **23-NA-217**

If DTCs are set or additional customer concerns are noted on the RO, proceed with diagnosis and repair using the published service procedures found in SI for those concerns.

**Warranty Information**

For vehicles repaired per this EI and under the EV Limited Component Warranty, use the following appropriate labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
5080368*	Engineering Information - Information on Selective Battery Pack Replacement for Analysis	0.2 hr
5031030	Drive Motor Battery Replacement and Shipping Preparation – Engineering Investigation – Bolt EV/EUV only	Use Published Labor Operation Time
5031630	Hybrid/Electric Vehicle Battery Pack Replacement and Shipping Preparation – BrightDrop, Silverado EV, Sierra EV, Hummer, LYRIQ, Blazer EV or Equinox EV	

\*This is a unique Labor Operation for bulletin use only.

<b>Version</b>	6
<b>Modified</b>	<p>Released May 31, 2023</p> <p>Revised September 28, 2023 – including Canada Dealers, added the 2024 LYRIQ and Blazer EV, updated the Correction section and added Labelmaster to step 4.</p> <p>Revised October 02, 2023 – Updated steps 3 and 4.</p> <p>Revised January 25, 2024 – Added the Silverado EV and HUMMER EV Pickup models and updated the Correction and Warranty Information.</p> <p>Revised August 13, 2024 – Added 2024 Equinox EV and 2025 Model Year for HUMMER EV, HUMMER EV Pickup models and update the Correction and Warranty Information.</p> <p>Revised October 22, 2024 – Added BrightDrop Zevo 400, GMC Sierra EV, Chevrolet BrightDrop 400, 600 and added 2025 Model Year to Chevrolet Equinox EV, Silverado EV, Blazer EV, and Cadillac LYRIQ.</p>

