



**Bulletin No.:** PIP6021  
**Published date:** 11/1/2024

## Preliminary Information

### PIP6021 MIL Illuminated or Service High Voltage Message Displayed on IPC; Potential 12V Battery Discharge

#### Models

| Brand:    | Model:     | Model Years: | VIN: |     | Engine: | Transmissions: |
|-----------|------------|--------------|------|-----|---------|----------------|
|           |            |              | from | to  |         |                |
| Cadillac  | Lyriq      | 2023 - 2024  | All  | All | All     | All            |
| Chevrolet | Blazer EV  | 2024 - 2024  | All  | All | All     | All            |
| Chevrolet | Equinox EV | 2024 - 2024  | All  | All | All     | All            |

|                                   |                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Involved Region or Country</b> | North America                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Condition</b>                  | A MIL (Malfunction Indicator Lamp) may illuminate, or a "Service High Voltage" message may appear on the IPC (Instrument Panel Cluster). Additionally, the 12V battery may intermittently or persistently discharge.                                                                                                                                                                                   |
| <b>Cause</b>                      | <p>An internal BECM (Battery Energy Control Module) calibration anomaly causing the setting of specific DTCs related to battery performance and communication.</p> <p>The following DTCs may be set as current or history: P2C8A, P2C8B, U3577, U3578, U3579, U357A, U357B, U357C, U357D, U357E, U357F, U3580, U35AF.</p> <p><b>Note: If all codes are not set, this procedure does not apply.</b></p> |

#### Correction:

**Note: Updated Software and Calibrations will be released at a later date in the form of an OTA update or Service Programming. Please inform the customer to accept any future OTA updates for their vehicle.**

1. Verify the vehicle has ALL of the following DTCs set; P2C8A, P2C8B, U3577, U3578, U3579, U357A, U357B, U357C, U357D, U357E, U357F, U3580, and U35AF set as current or history.
  - 1a. - If not all DTCs are set as current or history, continue through standard SI diagnosis
2. Program the K16 Battery Energy Control Module (BECM) with the most recent software via SPS.
3. After programming the BECM, perform Manual Reset process twice.

#### Manual Reset Process:

- A. Perform the Battery Negative Cable Disconnection and Connection procedure outlined in Service Information.

**Warning: Always ensure the Battery Maintenance Mode is inactive before disconnecting the 12-volt battery. This mode can be active with the ignition off, regardless of whether the vehicle charging cord is plugged in or not. When this mode is active, the on-board high voltage battery charger will energize the 12-volt battery cables and charge the 12-volt battery. Disconnecting the battery cables while this mode is active may result in an electrical shock or a burn from hot battery cable leads.**

- B. Wait 15 mins, then reconnect the 12v following the Battery Negative Cable Disconnection and Connection procedure outlined in Service Information.
  - C. Place the vehicle in Propulsion "Ready" mode for 10 seconds, (has power-steering) then turn the vehicle "OFF" and remove the keyless transmitter from the vehicle and place the transmitter in a safe location approximately 10 ft away. Wait 15 mins.
  - D. Repeat Manual Reset Process steps A-C a total of 2 times.
4. Place the vehicle in Service mode (No power-steering) then use GDS2 and clear all DTCs.
  5. Charge and test the 12V battery.
  6. If any of the following DTCs: P2C8A, P2C8B, U3577, U3578, U3579, U357A, U357B, U357C, U357D, U357E, U357F, U3580, and/or U35AF return, start a TAC case, and reference this P.I.


#### Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

| Labor Operation                                          | Description                                                              | Labor Time         |
|----------------------------------------------------------|--------------------------------------------------------------------------|--------------------|
| 5086068*                                                 | Hybrid/Electric Battery Interface & Comm Module Performance Manual Reset | 1.5 Hrs.           |
| Add Time                                                 | K16 Battery Energy Control Module Program                                | Use published time |
| Add Time                                                 | 12v battery charging and testing                                         | Use published time |
| *This is a unique Labor Operation for Bulletin use only. |                                                                          |                    |

**Version History**

|          |                          |
|----------|--------------------------|
| Version  | 1                        |
| Modified | 11/01/2024 - Created on. |

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