



Service Bulletin

Bulletin No.: 23-NA-202

Date: November, 2024

INFORMATION

Subject: Lithium-Ion Battery - TAC Approval and Exchange Program for BrightDrop, Chevrolet Silverado EV and GMC Sierra EV, HUMMER EV/SUV

This Service Bulletin replaces PIT6021 and PIT5857F. Please discard PIT6021 and all versions of PIT5857.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
BrightDrop	EV/Zevo 600	2022	2022	—	—	All	All
	Zevo 400	2024	2024				
Cadillac	Escalade IQ	2025	2025				
Chevrolet	BrightDrop 400	2025	2025				
	BrightDrop 600	2025	2025				
	Silverado EV	2024	2025				
GMC	Sierra EV	2024	2025				
	HUMMER EV	2022	2025				
	HUMMER EV SUV	2024	2025				

Involved Region or Country	United States and Canada
Information	The lithium-ion battery is on an approval process through the General Motors Technical Assistance Center (TAC). The dealership must contact TAC to establish a case number and authorization to order the lithium-ion battery.

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, tools, 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.

Diagnostic Information & Procedures

For diagnostic information, lithium-ion battery replacement, and lithium-ion battery preparation for shipping please reference Service Information. Contact the GM Technical Assistance Center (TAC) via Dealer Case Management (DCM) or @ 877-446-8227 (U.S.). Canada 1-800-263-7740 (English) or 1-800-263-7960 (French) to review case details. Reference PIP5632E for session log data collection.

Parts Information & Ordering Instructions

After the data is reviewed, TAC will *authorize* replacement of the lithium-ion battery.

U.S. Dealers Only: Dealers will still need to complete the order

The lithium-ion battery can be ordered via Global Connect, EV High Voltage Battery Orders & Returns, Label Master Portal or 1-844-931-4966.

Canada Dealers Only: TAC will use the case reference number and order an exchange Lithium-Ion Battery through York Electronics in Oshawa Canada.

U.S. and Canada Dealers: Be prepared to provide the following information:

Warranty (W) or Customer Pay (CP):

Dealer Name:

Dealer BAC Code:

Shipping Address:

Contact at Dealership (include phone # and email address):

Preferred Delivery Time/Date for Dealer Forklift Operator (Must be within 48 hours of the order time not including weekend)

Hours of operation:

Vehicle Model:

Model Year:

RO #:

VIN #:

Approved TAC Case # (required for TAC restricted parts):

DTCs and Customer Complaint:

Note: If no DTCS are present or repair is for accident repair or EV range, TAC approval is also required.

Odometer Reading:

Causal Part # Ordered (provided by dealer):

Casual BIN #:

Note: Located on the label on the lithium-ion battery, typically on rear portion of the enclosure. Exact location may vary depending on build date.



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Capacity (Ah) :

Note: Located within the K16 Battery Energy Control Module – Hybrid/Electric Vehicle Battery Pack Capacity – Hybrid/Electric Vehicle Battery Pack and Pack 2 Capacity.

Note: Dealer must have Forklift onsite prior to order, see Bulletin 22-NA-114: Information on Forklift and Vehicle Hoist Requirements to Support Electric Vehicle (EV) High Voltage Battery Handling for specifications needed.

U.S. Dealers: The lithium-ion battery will arrive within 72 business hours of ordering. For any delays or backorders, please contact BSC by calling 1-844-931-4966 or emailing GMUltiumEVBattery-Support@labelmaster.com for questions or current status of your order.

Canada dealers: Contact York Electronic at (888) 650-9675 for questions or current status of your order.

Parts Retention and Returns

If a dealer does not return the Lithium-Ion battery packs/modules removed from the vehicle within 30 days, they will be charged a core non-return fee in the amount published by GM.

Important: Lithium-ion batteries are hazardous material. GM requires that at least one person be hazmat certified per servicing dealer. Additional resources for hazardous material shipping can be found as part of appendix G in the latest version of Service Bulletin # 99-00-89-019. A compromised (damaged) battery is hazardous waste and must be discharged according to SI procedures for damaged packs. All hazardous materials and hazardous waste must be shipped in accordance with all local, state, and federal laws.

Note: Ensure that all legal requirements for shipment of this material have been met, including those applicable to you as the shipper of dangerous/hazardous materials.

Note: If a new battery is returned for core in error or misplaced the dealer may be charged, please contact your Customer Care and Aftersales District Service Manager as soon as possible to notify them of the situation.

Normal Exchange (Core) Return

For most pack replacements, contact CCA Logistics at: GMBatteryReturns@rxo.com or via Global Connect, EV High Voltage Battery Orders and Returns, Label Master Portal, or 1-844-931-4966. to arrange a pickup. Ship to the address on the return Bill of Lading included with the service pack.

DO NOT wait for the warranty claim to be processed before returning the failed used lithium-ion battery.

Place a copy of the repair order with the pack to be returned. Failure to return a copy of the repair order with the shipment may result in a charge. Attach the completed return shipping tag to the lithium-ion battery container.

DO NOT return the battery pack in any container other than the container that the service battery was delivered in. The removed unit must be returned complete in the original exchange shipping container.

Canadian Exchange (Core) Returns

All lithium-ion batteries that are removed from the vehicle need to be returned to the appropriate core return center. Refer to GM Global Connect for the latest GM Canada Parts Bulletin relating to procedures for return of EV Batteries or Sections. This can be found under Parts Bulletins and Resources located in the application section of the Parts Department page.

Canadian Dealers DO NOT return batteries to the York Electronics Battery Service Center (BSC) or to the Warranty Parts Center (WPC).

Storage Guidelines:

1. Store the Lithium-ion battery flat.
2. Store the Lithium-ion battery in an environmentally protected area.
3. Maintain the Lithium-ion battery at room temperature.
4. Protect the Lithium-ion battery from exposure to liquids.
5. Protect the Lithium-ion battery from physical damage.
6. Store the Lithium-ion battery in a limited-access area.

Danger: Failure to follow these guidelines may result in serious injury or death.

Danger: The high voltage (HV) battery must be protected when outside of the vehicle. Therefore, the battery must be immediately placed in the original shipping container.

Policy & Customer Pay

For Lithium-Ion Battery Replacements under Policy:

Policy Information (United States)	Policy/Goodwill Information (Canada)
<p>Note: For batteries replaced under Policy, the following guidelines are in effect as of January 1st, 2024:</p> <ol style="list-style-type: none"> 1. If the dealer wants to extend Policy assistance in the repair costs, the dealer must follow guidelines listed in the latest version of Service Bulletin 11-00-89-005 and run the Policy Evaluation Tool entering the labor, miscellaneous parts, and all net items at warranty rates. 2. High voltage batteries and sections replaced under Policy are provided to the dealer through a third-party Battery Service Center (BSC). Dealer must inform the BSC at the time of ordering that the repair is being made under Policy. 3. Miscellaneous items such as coolant should be entered in the Parts field and not in the Net Amount of the submitted transaction. 	<p>Note: For batteries replaced under Policy, the following guidelines are in effect as of February 15th, 2024:</p> <ol style="list-style-type: none"> 1. All Policy/Goodwill repairs involving material ordered through York Electronics (via TAC) must have pre-approval from the District Service Manager (DSM). Failure to obtain approval prior to ordering may result in the dealer being charged a core non-return fee in the amount published by GM. The Dealer must have pre-approval via email or other type of communication involving the District Service Manager (DSM). 2. Attach a copy of the approval from District Service Manager (DSM) to the job card.
<p>If a dealer does not return the Lithium-Ion battery packs/modules removed from the vehicle within 30 days, they will be charged a core non-return fee in the amount published by GM.</p>	

For Lithium-Ion Battery Replacements as Customer-Pay:

Customer Pay Information (United States)	Customer Pay Information (Canada)
<ol style="list-style-type: none"> All steps in this bulletin must be followed, dealers will still be required to open a TAC case and receive authorization to place a customer pay order. Dealers must provide a VIN for the vehicle at issue before any orders can be placed. The BSC must be notified at the time of ordering that the order type is customer pay, not warranty. Core returns (including shipping) must be sent to the BSC. Failure to do so will result in dealers being charged a core non-return fee in the amount published by GM. 	<ol style="list-style-type: none"> All steps in this bulletin must be followed, dealers will still be required to open a TAC case and receive authorization to place a customer pay order. Dealers must provide a VIN for the vehicle at issue before any orders can be placed. York Electronics must be notified at the time of ordering that the order type is customer pay, not warranty. Core returns: Refer to GM GlobalConnect for the latest GM Parts Bulletin relating to procedures for return of EV Batteries or Sections. This can be found under Parts Bulletins and Resources located in the application section of the Parts Department page. Canadian Dealers DO NOT return batteries to the BSC or to the WPC.
<p>If a dealer does not return the Lithium-Ion battery packs/modules removed from the vehicle within 30 days, they will be charged a core non-return fee in the amount published by GM.</p>	

Warranty Information

Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

For vehicles repaired under the EV coverage, use the causal labor op.

Applicable parts, such as coolant, lithium-ion battery, etc; should be submitted in the parts field of Global Warranty management.

Reference 18-NA-180 for more information.

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Modified	<p>Released November 15, 2023</p> <p>Revised January 01, 2024 – Updated information on multiple bulletins.</p> <p>Revised January 08, 2024 – Updated verbiage.</p> <p>Revised February 16, 2024 – Updated effective date under Policy/Goodwill Information (Canada).</p> <p>Revised June 05, 2024 – Updated requested information for TAC.</p> <p>Revised August 20, 2024 – Added the 2025 Model Year and BrightDrop Zevo 400, GMC Sierra EV models.</p> <p>Revised November 19, 2024 – Updated Models and Added Cadillac Escalade IQ.</p>

