



# Service Bulletin

Bulletin No.: 22-NA-083

Date: December, 2024

## TECHNICAL

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

Brand:	Model:	Model Year:		VIN:		Propulsion:	Drive Unit:
		from	to	from	to		
Cadillac	Escalade IQ	2025	2025	—	—	—	—
	LYRIQ	2023	2025				
Chevrolet	Blazer EV						
	Bolt EUV						
	Equinox EV	2024					
	Silverado EV						
GMC	HUMMER EV	2022	2024				
	HUMMER EV SUV	2024					
	Sierra EV						

<b>Involved Region or Country</b>	North America Only
<b>Condition</b>	<p>When replacing any of the dual mode charge cord set components under warranty, you must return the main cord set assembly and both grid plugs: (1) charge cord body, and (2) swappable grid plugs.</p> <p><b>Note: Dual Level Cord set suppliers have changed. Charge Cord Modules and adaptors are not interchangeable between suppliers.</b></p> <p><b>Note: It is not required to return the storage bag (if equipped). The new charge cord set and grid plugs will not come with a new storage bag.</b></p> <p><b>Note:</b> Failure to return all components (minus the storage bag if equipped) 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><b>Example:</b> "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>
<b>Cause</b>	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.
<b>Correction</b>	<p>Refer to SI procedures and other published bulletins to aid in cord set 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>When performing a warranty replacement of any of the dual mode charge cord set components that came with the vehicle from the factory, you must return.</p> <p><b>Note:</b> 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><b>Note:</b> The individual components are available to repair customer induced, non-warranty conditions for (NEW) Aptiv cord sets only.</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.

**(OLD) Webasto Cord Set**



6563118

**(NEW) Aptiv Cord Set**



6724763

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 pictures above.

**Note:** Failure to return both failed components and provide clear description of the fault may result in a debit of the warranty claim.

**Parts Information**

Description	Webasto Part Number (Old Supplier)	Aptiv Part Number (New Supplier)
Kit	85163382	85720051 + 85668834 + 85668835
Main Cord Set Module	24044913	85720051
	24048526	
	24050462	
	24295525	
	24054348	
	24054139	
	24046510	
	24055951	
	24048526	
	24055952	
	24050461	
120 Grid Plug	24295528	85668834
	24050459	
240V Grid Plug	24295536	85668835
	24050460	

**Warranty Information**

A Charger Cable Kit that comes with the vehicle from the factory (RPO PSC) is covered under the New Vehicle Bumper-to-Bumper Limited Warranty (Canada Base Warranty) period. **Pre-Repair Authorization is required per the process outlined in Bulletin 18-NA-306.**

Charger Cable Kits and other part numbers listed in the parts section of this bulletin that are sold over-the-counter are covered for 12 months (parts only).

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time	Transaction Type	Net
5040230	Drive Motor Battery Charger Cable Kit Replacement	Use Published Labor Operation	ZREG – For Charger Cable Kit components that came with the new vehicle from the factory (RPO PSC)  ZPTC – for Charger Cable Kit components sold over-the-counter	N/A

<b>Version</b>	6
<b>Modified</b>	<p>Released April 19, 2022</p> <p>Revised March 23, 2023 – Added Cadillac LYRIQ, 2023 Model Year, updated Condition, Correction and Parts Information.</p> <p>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.</p> <p>Revised June 27, 2024 – Updated Parts Information.</p> <p>Revised August 23, 2024 – Added Sierra EV, 2025 Model Year, (NEW) Aptiv Cord Set picture, and updated Condition and Parts Information.</p> <p>Revised December 03, 2024 – Added the Cadillac Escalade IQ and updated the Parts Information and Warranty Information sections.</p>

