



Service Bulletin

Bulletin No.: 24-NA-202

Date: December, 2024

WARRANTY ADMINISTRATION

Subject: Warranty Administration – North American Charging Standard (NACS) DC Adapter Warranty Claim Information

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade IQ	2025	2025	—	—	All	All
	LYRIQ	2023	2025				
	OPTIQ	2025	2025				
Chevrolet	Equinox EV	2024	2025				
	Bolt EV	2017	2023				
	Bolt EUV	2017	2023				
	Silverado EV	2024	2025				
	Blazer EV	2024	2025				
GMC	Sierra EV	2025	2025				
	HUMMER EV Pickup	2022	2025				
	HUMMER EV SUV	2024	2025				

Involved Region or Country	United States and Canada
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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.

Information

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North American Charging Standard (NACS) DC Adapters are designed for electric vehicles with a native CCS1 charge port, offering the ability to charge on a NACS public charger. Customers are advised to contact EV Concierge (1-833-64POWER) for assistance on adapter usage and charging questions.

The adapters are covered under the terms of a 1-year Limited Parts Warranty from the date of purchase. The limited warranty is only valid for the original part purchaser and is not transferrable.

This Warranty does NOT cover:

- Damage or failure due to negligence, alteration, accident, abuse, improper installation, or use for a purpose which the product is not designed or approved by GM
- Loss of time, inconvenience, loss of use of the vehicle, or other consequential damages
- Labor cost for electrical diagnosis
- Products utilized for vehicles registered and normally operated outside of the United States or Canada

Dealers are to conduct a visual inspection of the adapter for signs of abuse or damage. (Damage or abuse would not be considered as a warrantable replacement).

Dealers are to verify warranty eligibility by requesting from the customer their original receipt or proof of purchase. A copy is to be retained by the dealer in order to support the parts replacement transaction.

Dealers should provide consumer with replacement adapter following the replacement process listed below. The dealer must submit an over-the-counter warranty claim (ZPTC Transaction Type) for reimbursement. Subsequent replacements under the warranty will receive the balance of the original warranty period. As part of our standard warranty policy, the subsequent parts would only be warranted for the remainder of the original warranty.

Replacement Process (for USA only):

- Due to limited supply volume and lack of dealer stocking at launch, ADIs will be able to provide adapter warranty replacement parts.
- ADIs will be advised to set aside a certain percentage for warranty replacement stock. Dealers will be able to request a 'pull' from this volume.

Replacement process in Canada to follow normal process for GM Genuine Parts using Labor Operation code mentioned below.

Adapters replaced under warranty should be retained in accordance with currently published warranty parts handling procedures and retention policies.

GM will be requesting initial failed adapters be returned to the Warranty Parts Center for root cause analysis. Dealers will receive a return request upon claim payment. Refer to the latest version of Service Bulletin 99-00-89-019 (Global Warranty Management (GWM) Warranty parts Center (WPC) parts Return Program Information) for further details on the part return process and eligible administrative allowance.

Parts Information

Causal Part	Description	Part Number
N/A	NACS DC Adapter (1)	85090442 (Not sold in Canada)
	NACS DC Adapter (2)	85836744
	NACS DC Adapter (3)	85778137 (Not sold in Canada)
The part numbers above were current at time of publication. Refer to the electronic parts catalog for part supersession information.		

Warranty Information

Important: NACS DC Adapters are considered an over-the-counter sale and do not include labor for installation, removal, or reinstallation.

Labor Operation	Description	Labor Time / Net Item	Transaction Type
0603368	NACS DC Adapter Replacement	N/A	ZPTC

Version	3
Modified	Released September 18, 2024 Revised November 18, 2024 – Added Escalade IQ and Canada with supporting information. Revised December 12, 2024 – Added Cadillac OPTIQ.

