

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS7151
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 24, 2025

Subject: UPDATE: N232421261 - Service Update
False DTC Causing Unnecessary Battery Pack Replacements (NACS
Adapter)
Population Expansion

Models: 2020-2022 Chevrolet Bolt EV
2020-2022 Chevrolet Bolt EUV

To: All General Motors Dealers

Additional vehicles have been moved to 'Open' status in IVH. Please verify a VIN's involvement in this field action by checking in IVH prior to doing any repairs.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated February 24, 2025. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N232421261 False DTC Causing Unnecessary Battery Pack Replacements (NACS Adapter)



Release Date: February 2025

Revision: 00

Attention:	This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason.
Important:	Dealers are to perform the procedure below and provide customers with a free NACS Adapter.
Note:	Customers will be sent an email and/or letter providing this information (see copy of sample customer notification included at the bottom of this bulletin).
	For EV Involved Vehicles: The repairs outlined in this bulletin must only be completed at an authorized EV dealer and repairs must be performed by a technician who has successfully completed the <u>applicable</u> technical training required to perform this repair.

Make	Model	Model Year	
		From	To
Chevrolet	Bolt EV	2020	2022
Chevrolet	Bolt EUV	2022	2022

Investigate Vehicle History (IVH) in the GM Global Warranty Management system should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2020 – 2022 model year Chevrolet Bolt EV and 2022 model year Chevrolet Bolt EUV vehicles may have a condition in which a false diagnostic trouble code (DTC), U3636 symptom 09, is triggered. This false DTC is resulting in customers experiencing a Malfunction Indicator Lamp (MIL) illuminated in the Driver Information Center (DIC), a Reduced Propulsion message, and a charging limited to 30% State of Charge. Since this is a false DTC, it can lead to unnecessary battery pack replacements.
Correction	Dealers are to reprogram the Hybrid Powertrain Control Module 2 and provide the customer with a free NACS Adapter.

Parts

Quantity	Part Name	Part No.
1	CORD PKG-DRV MOT BAT CHARGER (NACS Adapter)	85778137

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107545*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration (includes providing customer with free NACS adapter)	0.2	ZFAT	N/A
9107546*	Hybrid Powertrain Control Module 2 Reprogramming with SPS (includes providing customer with free NACS adapter)	0.4		

Important: * To avoid warranty transaction rejections, carefully read and follow the instructions below:

Labour Time [\[Top\]](#)

Labour Operation Code:

Additional labour op code information:

SPS Warranty Claim Code:

6125814

- The Warranty Claim Code from the programming event must be accurately entered in the "Warranty Claim Code" field of the transaction.

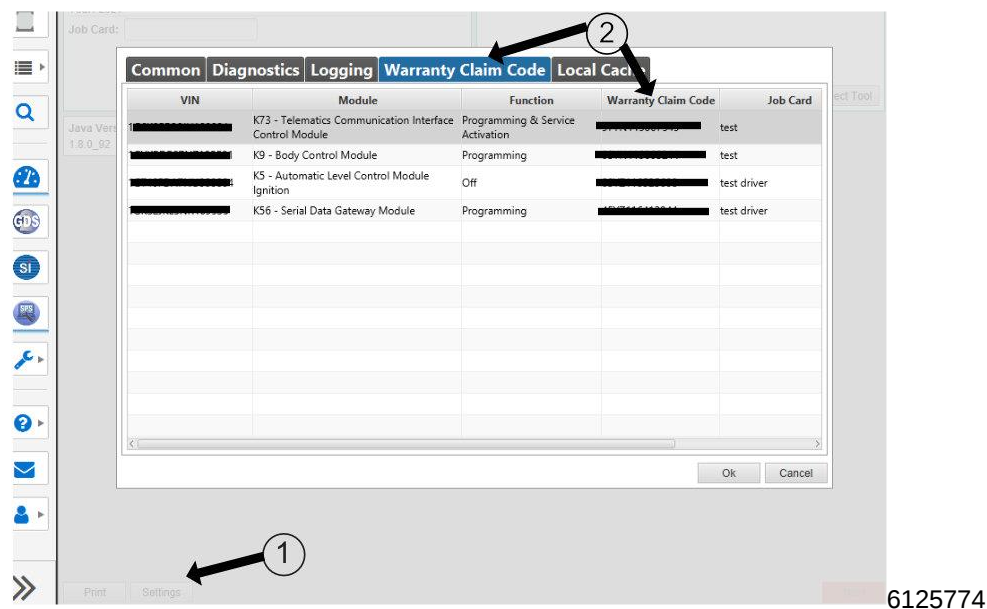
Service Update

N232421261 False DTC Causing Unnecessary Battery Pack Replacements (NACS Adapter)



- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

Warranty Claim Code Information Retrieval



If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. Select the Warranty Claim Code tab (2).

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Service Procedure

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.

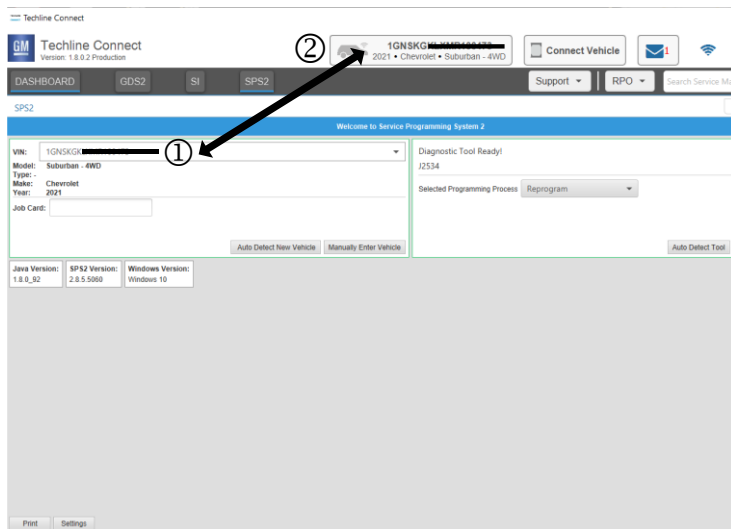
Service Update

N232421261 False DTC Causing Unnecessary Battery Pack Replacements (NACS Adapter)



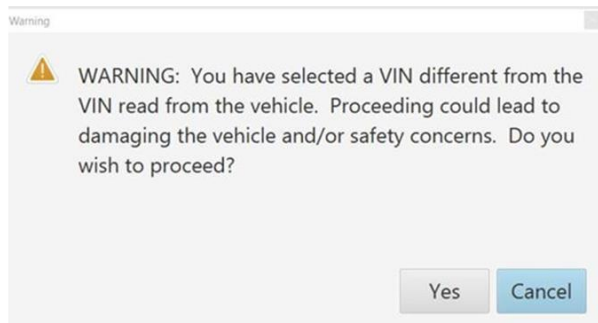
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

Caution: Be sure the VIN selected in the drop-down menu (1) is the same as the vehicle connected (2) before beginning programming.



5743643

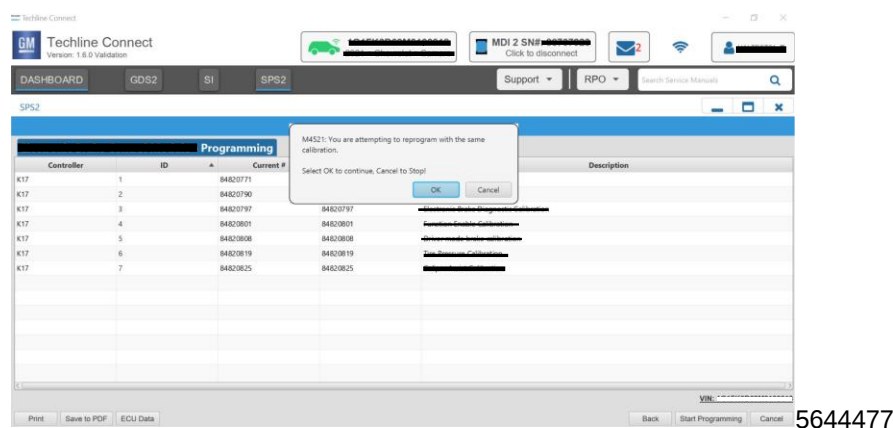
Important: If the vehicle VIN DOES NOT match, the message below will be shown.



5877000

Service Update

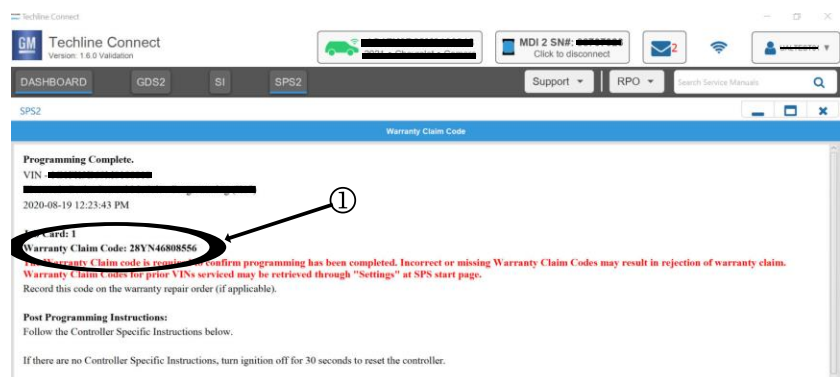
N232421261 False DTC Causing Unnecessary Battery Pack Replacements (NACS Adapter)



Important: Techline Connect screens shown above.

Important: If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. If DTC U3636 Symptom 09 is set current or in history, refer to Technical Service Bulletin #23-NA-157 before proceeding with this field action. If DTC U3636 Symptom 09 is NOT set, proceed to step 2.
2. Reprogram the Hybrid/EV Powertrain Control Module 2. Refer to *K114B Hybrid/EV Powertrain Control Module 2: Programming and Setup* in SI.
3. **Important:** Provide customer with a free NACS Adapter.



5644478

Note: The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

Important: To avoid warranty transaction rejections, you MUST record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

4. Record SPS Warranty Claim Code on job card for warranty transaction submission.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid

Service Update

N232421261 False DTC Causing Unnecessary Battery Pack Replacements (NACS Adapter)



warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

Dealer Reports – For USA & Export

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

Service Update

N232421261 False DTC Causing Unnecessary Battery Pack Replacements (NACS Adapter)



Below is a copy of the notification that will be provided to the customer:

It's easier than ever to charge your Bolt EV on the Tesla Supercharger network.

Your Bolt EV first needs a software update. Contact your Chevy EV dealership today to schedule this complimentary service. Show this email at your appointment and receive a free NACS DC Adapter once your update has been completed.

After your software update, and receiving your free NACS DC adapter, you'll be ready to plug into over 20,000 Tesla Superchargers.