



Service Bulletin

Bulletin No.: 24-NA-015

Date: February, 2025

INFORMATION

Subject: Hybrid/EV Charging Issue Information and Data Collection Worksheet

Brand:	Model:	Model Year:		VIN:		Propulsion:	Transmission:
		from	to	from	to		
BrightDrop	Zevo 400	2023	2024	—	—	Hybrid/EV	All
	Zevo 600	2024					
Cadillac	Escalade IQ	2024	2025				
	LYRIQ	2024	2025				
	OPTIQ	2025	2025				
	VISTIQ	2026	2026				
Chevrolet	Blazer EV	2024	2025				
	Bolt EV	2017	2023				
	Bolt EUV	2022	2023				
	Equinox EV	2024	2025				
	Silverado EV	2024	2025				
	BrightDrop 400	2025	2025				
	BrightDrop 600	2025	2025				
GMC	HUMMER EV Pickup	2022	2025				
	HUMMER EV SUV	2024	2025				

Involved Region or Country	North America, Argentina, Brazil, Chile, Colombia, Ecuador, Peru, Uruguay, Europe, Middle East, Israel, Palestine, Japan, Cadillac Korea (South Korea), Egypt
Information	This bulletin and worksheet within are to assist with data collection, diagnosis, and repair for Hybrid/EV charging issues.

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 Collection

For diagnostic information, please reference Service Information (SI). 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) **AFTER** all relevant information is collected to review case details. Please submit a photo of the worksheet below, session log (if applicable), and any other relevant information. Reference the latest version of PIP5632 for session log data collection.

GDS2 Charging Information

Note: Specific GDS verbiage may differ depending on application.

Ultium Vehicles

K16 Battery Energy Control Module – Data Display – AC Charge History Data

K16 Battery Energy Control Module – Data Display – DC Charge History Data

K16 Battery Energy Control Module – Data Display – Charge Port- Data

K16 Battery Energy Control Module – Data Display – Hybrid/Electric Vehicle Battery AC Charger Data

K16 Battery Energy Control Module – Data Display – Hybrid/Electric Vehicle Battery DC Charger Data

K16 Battery Energy Control Module – Data Display – Thermal Management Propulsion, Battery, and Electronics

K16 Battery Energy Control Module – Data Display – Hybrid Battery Pack Contactor Open Reasons

K16 Battery Energy Control Module – Identification Information – Identification Information

Bolt EV / EUV

K114B Hybrid/EV Powertrain Control Module 2 – Data Display – Battery Charger Control Module Data

K114B Hybrid/EV Powertrain Control Module 2 – Data Display – Charge History Data

K114B Hybrid/EV Powertrain Control Module 2 – Data Display – Contactor Data

K114B Hybrid/EV Powertrain Control Module 2 – Data Display – Hybrid Battery Pack Contactor Open Reasons

K114B Hybrid/EV Powertrain Control Module 2 – Data Display – DC Battery Charger Data

K114B Hybrid/EV Powertrain Control Module 2 – Data Display – DC Charge History Data

K114B Hybrid/EV Powertrain Control Module 2 – Identification Information - Identification Information & Control Module ID Information

Diagnostic Tips

AC and DC charging utilizes different circuits and components; therefore, testing should focus on the applicable charging type.

Hybrid / EV Charging Analysis Worksheet

Hybrid / EV Charging Analysis Worksheet	
VIN: _____	Year: _____ Make: _____
Model: _____	
Date: _____	Odometer: _____ Ambient Temp: _____
Customer Issue Description: _____	

DTCs: _____	

K16 or K114B Application S/W Part Number	
1: _____	
K16 or K114B Calibration Part Number	
1: _____	
Can the issue be duplicated: _____ Issue Occurrence: _____	
Has any diagnosis or repair attempts been performed to date?: _____	

Hybrid / EV Charging Analysis Worksheet
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Please provide any photos, videos, session log(s) or any other relevant information.

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Version	4
Modified	Released January 23, 2024 Revised September 25, 2024 – Added Models and the 2025 Model Year and added additional questions to worksheet. Revised December 12, 2024 – Removed Cadillac CELESTIQ and added Cadillac OPTIQ. Revised February 26, 2025 – Added Cadillac VISTIQ and updated Involved Region or Country section.

