



# Service Bulletin

Bulletin No.: 25-NA-044

Date: February, 2025

## INFORMATION

**Subject: SPS2 Hybrid/EV Battery Data Retrieval for Service High Voltage DTCs**

**This Service Bulletin replaces PIP6009B. Please discard all previous versions of PIP6009.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
BrightDrop	Zevo 400	2024	2024	—	—	—	—
	Zevo 600	2023	2024				
Cadillac	Escalade IQ	2025	2025				
	LYRIQ	2023	2025				
	OPTIQ	2025	2025				
	VISTIQ	2026	2026				
Chevrolet	Blazer EV	2024	2025				
	BrightDrop Zevo 400	2025	2025				
	BrightDrop Zevo 600	2025	2025				
	Equinox EV	2024	2025				
	Silverado EV	2024	2025				
GMC	Hummer EV	2022	2023				
	Hummer Pickup	2023	2025				
	Hummer SUV	2023	2025				
	Sierra EV	2024	2025				

<b>Involved Region or Country</b>	United States and Canada
<b>Condition</b>	Some customers may comment on a Service High Voltage Battery message illuminated in the DIC.
<b>Cause</b>	The cause of the condition may be High Voltage DTCs setting for concerns with High Voltage Battery.

### Service Procedure

**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.

### Diagnostic Information and Procedures

**Important:** Perform SPS2 Hybrid/EV Battery Data Retrieval prior to performing diagnostics, programming, code clearing, or resets.

SPS2 Hybrid/EV Battery Data Retrieval:

1. Access the Service Programming System (SPS) and follow the on-screen instructions.
2. Select Controller: K16 Battery Energy Control Module
3. Select Function: Hybrid/ EV Battery Data Retrieval
4. Select Programming Type: Normal
5. Select the "Next" button at the bottom right of the screen
6. Follow the remaining on-screen instructions until completion and receiving the WCC (warranty claim code).
7. Record the Warranty Claim Code (WCC) in Warranty Job Card details and in any associated TAC case(s).

**Note:** Please follow these steps exactly as this data is necessary to help determine overall HV Battery state of health. Additional Data collection may be necessary to continue to keep 12V healthy and do not clear codes.

After successfully completing the Hybrid/EV Battery Data Retrieval, proceed with diagnosing the specific DTC(s) and/or symptoms using the published SI diagnostic 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.

**Troubleshooting:**

If Errors or Unable to complete SPS2 Hybrid/EV Battery Data Retrieval:

1. Navigate to GlobalConnect, search Dealer Information Technologies and select Launch.
  - a. Select Dealer Infrastructure & Security Guidelines.
2. Navigate to GMGlobalTools.com
  - a. Select Dealer Services
    - This may require your IT or Partner Security Coordinator
    - Once logged in, select Dealer Services
    - Select Techline IT Solutions
    - Select GM Dealer Infrastructure IT Requirements and Security Guidelines
3. Make sure your computer has memory space to create the files necessary to upload, as well as proper PC administrative rights.
  - a. Refer steps 1a or 1b to review GM DISG for proper exceptions and access levels.
4. Make sure to have a strong internet or hotspot connection.
  - a. If there are files in this folder, those files need to be deleted before trying again.
5. If no files present or still unable to perform SPS2 Hybrid/EV Battery Data Retrieval:
  - a. Locate C:\users\user\_id\sps\sps2.log or C:\users\user\_id\sps\spsDebug\spslog.txt
  - b. For Additional Assistance, Contact the Techline Customer Support Center (TCSC).
    - TCSC (English) can be reached at 800-828-6860
    - TCSC (French) can be reached at 800-503-3222

## Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
5086038*	BET and BEV3 Ultium Packs Fault Code Data Collection	0.5 hr
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released February 25, 2025

Additional SI Keywords: DTCs P0AA1, P0AA4, P301C, P301D, U35A6, U35AB, U35BC, U35C0, P0AA2, P0AA5, P31C0, P31C1, U35A2, U35A7, U35AC, U35BD, U35C1, P0DAC, P0DB0, P0DB4, P0DB8, P0DBC, P0DC0, P0DC4, P0DC8, P0DCC, P0DD0, P0DD4, P0DD8, P0DDC, P0DE0, U2BA0, U2BA1, U2BA2, U2BA3, U2BA4, U2BA5, U2BA6, U2BA7, U2BA8, U2BA9, P2C8A, P2C8B, U3577, U3578, U3579, U357A, U357B, U357C, U357D, U357E, U357F, U3580, U3581, U3582, U3583, U3584, U2BAA, U2BAB, U2BAC, U2BAD, U2BAE, U2BAF, U2BB0, U2BB1, P3002, P3003, P3004, P3005, P3006, P3007, U2426, U2427, U2B4A, U2B4D, U2B50, U2B53, U2B56, U2B59, U2B5C, U2B5F, U2B62, U2B65, U2B68, U2B6B, U2B6E, U2B71, U2B74, U2B77, U2B7B, U2B7F, U2B83, U2B87, U2B8B, U2B8F, U2B93, U2B97, U2B48, U2B4B, U2B4E, U2B51, U2B54, U2B57, U2B5A, U2B5D, U2B60, U2B63, U2B66, U2B69, U2B6C, U2B6F, U2B72, U2B75, U2B78, U2B7C, U2B80, U2B84, U2B88, U2B8C, U2B90, U2B94, U3620, U3622, U3624, U3626, U3628, U362A, U362C, U362E, U3630, U3632, U3634, U3636, U3638, U363A, U363C, U363E, U2B98, U2B99, U2B9A, U2B9B, U2B9C, U2B9D, U2B9E, U2B9F, U3621, U3623, U3625, U3627, U3629, U362B, U362D, U362F, U3631, U3633, U3635, U3637, U3639, U363B, U363D, U363F, U2B7A, U2B7E, U2B82, U2B86, U2B8A, U2B8E, U2B92, U2B96, U2BF7, U2BF8, U2BFB, U2C10, U2C11, U35AF, U35B2, U35B7, U35B8, U359B

