



Service Bulletin

Bulletin No.: 25-NA-048

Date: March, 2025

INFORMATION

Subject: Faulty Low 12V Battery Email OnStar Alerts

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Blazer EV	2024	2024	-	-	—	-
	Equinox EV						
	Silverado EV						
GMC	Hummer EV Pickup	2024	2024	-	-	—	-
	Hummer EV SUV						
	Sierra EV						

Involved Region or Country	North America, Middle East, Brazil
Condition	Some customers may comment on receiving low 12V battery email Onstar alerts telling them to take their vehicle to the dealer.
Cause	The cause of the condition may be a software anomaly leading to faulty OnStar notifications to customers about low 12V. In EV applications, when the 12V battery falls below certain calibrated threshold, by design a 12V low voltage alert is sent to customer. However, due to a software anomaly in the BCM there is a possibility in some cases OnStar falsely identified low voltage which triggered customer notifications.
Correction	Ensure the vehicle has the latest BCM SW 24.25.173 software if a customer reports with this concern. Refer to bulletin 24-NA-113 for Vehicle Wide Programming Instructions. Do not attempt to recharge the vehicle, or any other repair attempts if the only concern is a low 12V alert from Onstar. For all other issues please follow published diagnostics. Engineering is aware of the faulty emails, and they are working on improvements to the message.

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.

Version	1
Modified	Released March 05, 2025

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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