



Service Bulletin

Bulletin No.: 23-NA-036

Date: April, 2025

INFORMATION

Subject: Diagnostic Aid: Amber Light on Dual Level Portable Charge Cord Set

Brand:	Model:	Model Year:		VIN:		Engine:	Other RPO:
		from	to	from	to		
BrightDrop	EV600	2022	2022			—	—
	Zevo 600	2023	2024				
	Zevo 400	2024	2024				
Cadillac	LYRIQ	2023	2023			ENO	EKT
Chevrolet	Bolt EV	2022	2023	—	—		—
	Bolt EUV						—
	Blazer EV	2024	2024				—
	Equinox EV						—
Silverado EV	—						
GMC	Hummer EV	2022	2024			—	—
	Hummer EV SUV	2024	2024				
	Sierra EV	2024	2024				

Involved Region or Country North America, Brazil, Middle East, GM Korea Company

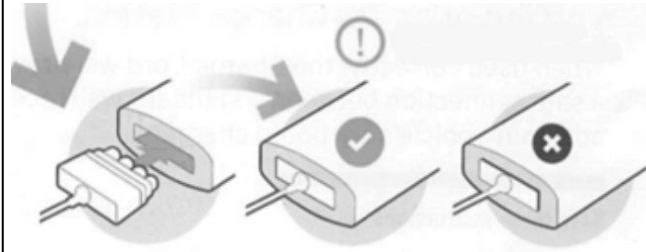
Condition Some customers may comment on an amber LED light on the body of the portable charge cord when attempting to charge the vehicle.

Cause The cause of the condition may be that the swappable grid plug may not be fully seated or a defective charge cord.

Correction

6288337

When an amber light is observed, please first check that the grid plug is fully seated into the body as detailed in the images. An additional click will be heard when the plug is fully seated into the body of the connector.



The plug must be fully inserted, or the charge cord will not allow charging. If the plug is fully inserted and the amber light remains, replace the cord set. 6288342

Note: Dual Level Cord set suppliers have changed. Charge Cord Modules and adaptors are not interchangeable between suppliers and components for this version may no longer be available. Refer to 22-NA-083: *Requirements for Replacement of Dual Mode Charge Cord Set Under Warranty* in SI.

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	2
Modified	Released March 07, 2023 Revised April 04, 2025– Added MY 2022 BrightDrop EV600, MY 2023-2024 BrightDrop Zevo 600, MY 2024 BrightDrop Zevo 400, MY 2024 Blazer EV, Equinox EV, Silverado EV, Hummer EV SUV, Sierra EV. Updated the Cause, and Correction section.

Additional SI Keywords: plug, cord, set, dual, level, amber, yellow, charge, ultium

