



Service Bulletin

Bulletin No.: 23-NA-157
Date: April, 2025

TECHNICAL

Subject: HPCM2 Software Update for DTC U3620–U362E and U3630–U3636

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Bolt EV	2020	2023	—	—	—	—
	Bolt EUV	2022					

Involved Region or Country	North America, Argentina, Brazil, Chile, Colombia, Ecuador, Peru, Uruguay, South Korea, Middle East
Condition	Some customers may comment on a Malfunction Indicator Lamp (MIL) illuminated in the Driver Information Center (DIC), a Reduced Propulsion message, and charging limited to 30% State of Charge (SOC). Technicians may find DTC U3620, U3622, U3624, U3626, U3628, U362A, U362C, U362E, U3630, U3632, U3634 or U3636 set current or in recent history.
Cause	The cause of the condition may be battery cell faults or a software anomaly. There are some scenarios that may induce a DTC without a true battery cell issue.
Correction	Important: It is crucial to use the High Voltage Battery identification Number (BIN) label number to determine if the vehicle requires a HV battery replacement per the instructions below. Example shown is a BIN label with pre-breakpoint battery that would require replacement:  Updated Hybrid Powertrain Control Module (HPCM2) software released September 26, 2024, has been developed to repair a DTC false failure. 1. Verify the battery pack BIN indicates the battery pack is eligible for a calibration-only repair: BIN xx21244RESxxxxxx and prior (BIN may display 'SNT' instead of 'RES') – you must replace battery pack and then program the HPCM2 following published Si procedures

- | | |
|--|--|
| | <ul style="list-style-type: none"> • BIN xx21245RESxxxxxx and later (BIN may display 'SNT' instead of 'RES') – proceed with next step <p>2. Program the HPCM2.</p> <ul style="list-style-type: none"> • If the same calibration (or later than 9-26-24) is already present, proceed with normal SI diagnostics and replace the failed battery cell/row or battery pack as applicable. • If programming is successful, release the vehicle to the customer. <p>Refer to Bulletin 19-NA-194 for GMNA battery pack ordering process and refer to Bulletin 18-NA-236 for section/row replacement.</p> |
|--|--|

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.

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

- 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 12V 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.

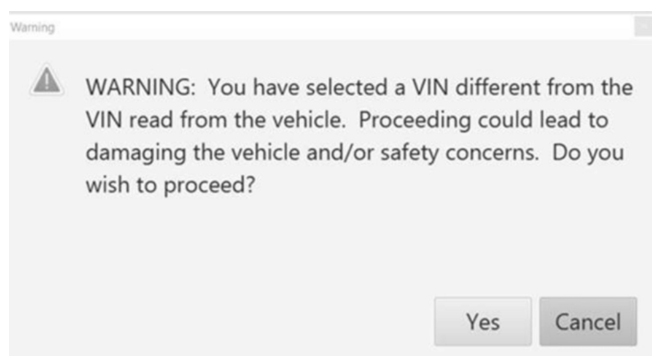
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in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

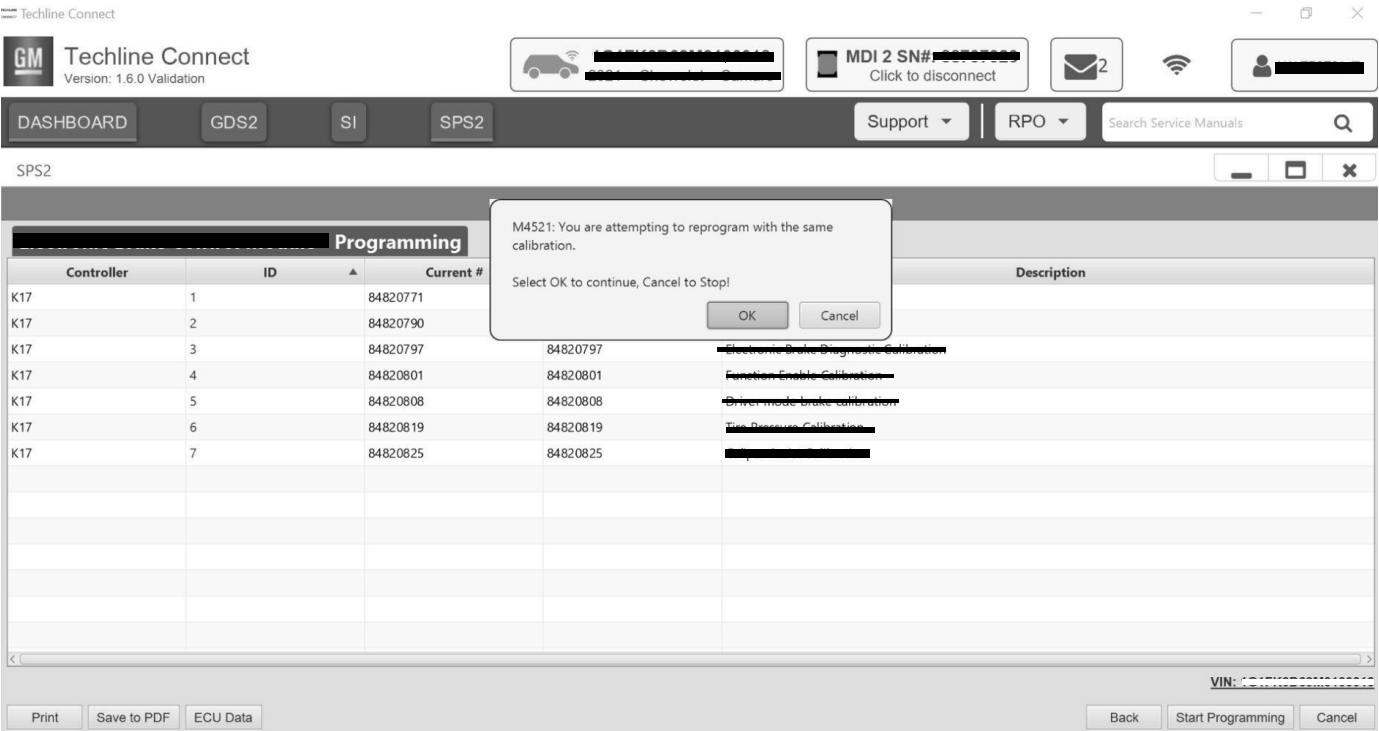
The screenshot shows the Techline Connect SPS2 interface. At the top, there is a header with the GM logo and 'Techline Connect Version: 1.8.0.2 Production'. Below this is a navigation bar with buttons for 'DASHBOARD', 'GDS2', 'SI', and 'SPS2'. To the right of the navigation bar are buttons for 'Support', 'RPO', and 'Search Service Manuals'. The main content area is titled 'Welcome to Service Programming System 2'. On the left, there is a form with fields for 'VIN:', 'Model:', 'Type:', 'Make:', 'Year:', and 'Job Card:'. The 'VIN:' field is highlighted with a red circle '1'. To the right of the form, there is a box with the vehicle information: '1GNSKGK1YMD100173', '2021 • Chevrolet • Suburban - 4WD'. This box is highlighted with a red circle '2'. Below the vehicle information box, there is a 'Diagnostic Tool Ready!' message with 'J2534' and a 'Selected Programming Process' dropdown menu set to 'Reprogram'. At the bottom left, there are buttons for 'Print' and 'Settings'. At the bottom right, there are buttons for 'Auto Detect New Vehicle', 'Manually Enter Vehicle', 'Auto Detect Tool', and 'Manual'.

5743643

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



5877000

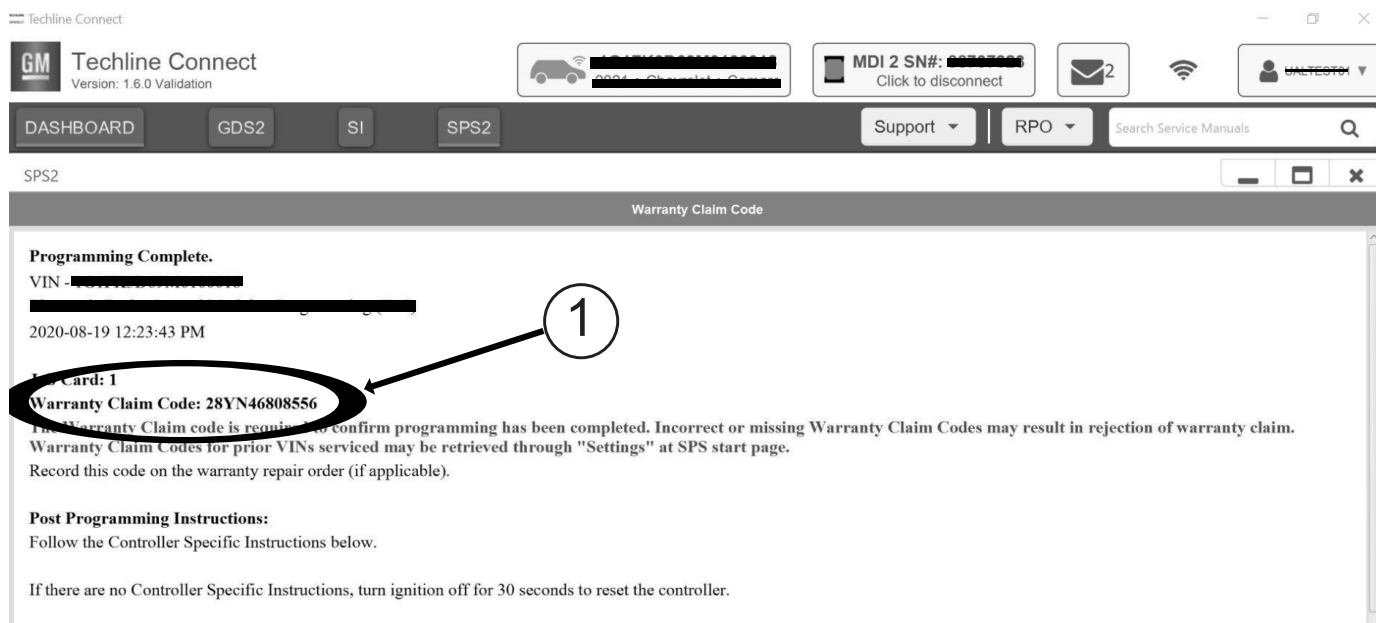


5644477

Important: Techline Connect screen 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. Record the WCC on the job card. Refer to the Warranty Information section of this bulletin.

1. Reprogram the Hybrid Powertrain Control Module (HPCM2), clear secured HV DTCs and return the vehicle to the customer. Refer to *K114B Hybrid/EV Powertrain Control Module 2: Programming and Setup*.



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.

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

Warranty Information

Important: For vehicles repaired with an open field action, use the labor code information from that field action and not from the repairing operations below.

For vehicles repaired under the EV Limited Component Warranty, use the following appropriate labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2883188*	Verify Battery Identification Number and Latest Hybrid Powertrain Control Module 2 Programming	0.3 hr
ADD*	Hybrid Powertrain Control Module 2 Reprogramming With Latest Using SPS	0.3 hr

*This is a unique labor operation for bulletin use only.

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

Labor Operation	Description	Labor Time
Labour Time [Top] Labour Operation Code: Additional labour op code information: SPS Warranty Claim Code:		

- The Warranty Claim Code must be accurately entered in the “Warranty Claim Code” field of the transaction.
- 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.

6125814

Warranty Claim Code Information Retrieval

The screenshot shows the GDS software interface with the "Warranty Claim Code" window open. The window has tabs for Common, Diagnostics, Logging, Warranty Claim Code, and Local Cache. The "Warranty Claim Code" tab is active, displaying a table with columns VIN, Module, Function, Warranty Claim Code, and Job Card.

VIN	Module	Function	Warranty Claim Code	Job Card
[REDACTED]	K73 - Telematics Communication Interface Control Module	Programming & Service Activation	[REDACTED]	test
[REDACTED]	K9 - Body Control Module	Programming	[REDACTED]	test
[REDACTED]	K5 - Automatic Level Control Module Ignition	Off	[REDACTED]	test driver
[REDACTED]	K56 - Serial Data Gateway Module	Programming	[REDACTED]	test driver

Annotations:

- A red circle with the number "1" points to the "Settings" button at the bottom left of the screen.
- A red circle with the number "2" points to the "Warranty Claim Code" tab in the window's header.

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.

Version	2
Modified	Released September 08, 2023 Revised April 03, 2025 – Updated Subject, Involved Regions/Countries, Condition, Correction and Labor Operation information.

