



Service Bulletin

Bulletin No.: 23-NA-202

Date: April, 2025

INFORMATION

Subject: Lithium-Ion Battery - TAC Approval and Exchange Program for BrightDrop, Chevrolet Silverado EV and GMC Sierra EV, HUMMER EV/SUV

This Service Bulletin replaces PIT6021 and PIT5857F. Please discard PIT6021 and all versions of PIT5857.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
BrightDrop	EV/Zevo 600	2022	2024	—	—	All	All
	Zevo 400	2022	2024				
Cadillac	Escalade IQ	2025	2025				
Chevrolet	BrightDrop 400	2025	2025				
	BrightDrop 600	2025	2025				
	Silverado EV	2024	2025				
GMC	Sierra EV	2024	2025				
	HUMMER EV	2022	2025				
	HUMMER EV SUV	2024	2025				

Involved Region or Country	United States and Canada
Information	The lithium-ion battery is on an approval process through the General Motors Technical Assistance Center (TAC). The dealership must contact TAC to establish a case number and authorization to order the lithium-ion battery.

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, tools, 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 & Procedures

Follow 25-NA-044 for SPS2 Hybrid/EV Battery Data Collection (to be collected prior to diagnosis) along with Service Information for diagnostic, lithium-ion battery replacement, and lithium-ion battery preparation for shipping 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.

Parts Information & Ordering Instructions

Start a TAC case with Customer Complaint, Stored DTCs, SPS2 Hybrid/EV Battery Data Collection Warranty Claim Code(WCC), and Diagnosis information.

After the data is reviewed, TAC will *authorize* replacement of the lithium-ion battery.



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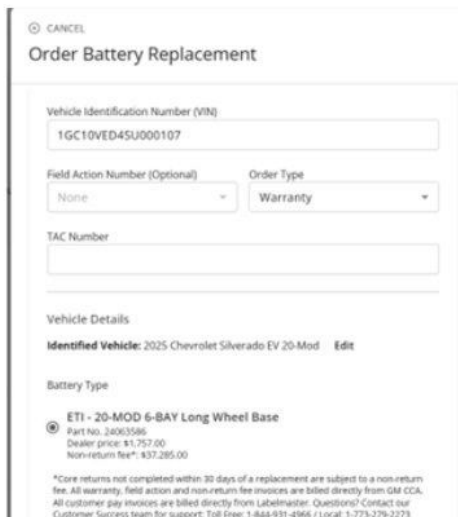
U.S. Dealers Only: Dealers will still need to complete the HV lithium-ion battery order via Global Connect, through the Battery Service Center (BSC) utilizing, LM - Label Master – New Ultium Battery Orders and Returns Portal or for assistance call 1-844-931-4966.

GM Global Connect > APP Center > Parts > EV High Voltage Battery Orders & Returns > LM - Label Master – New Ultium Battery Orders and Returns Portal.

Note: To place an order through the Global Connect, LM - Label Master – New Ultium Battery Orders and Returns Portal, a Dealer must have a valid and operational Dealer Profile. See Dealer Profile Setup below for instructions on how to create your Dealer Profile.

Canada Dealers Only: TAC will use the case reference number and Battery Identification Number (BIN#) to order an exchange Lithium-Ion Battery through York Electronics in Oshawa Canada.

U.S. and Canada Dealers: Be prepared to provide the following information:



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Warranty (W) or Customer Pay (CP):

Vehicle Model:

Model Year:

RO #:

VIN #:

Approved TAC Case # (required for TAC restricted parts):

DTCs and Customer Complaint:

Note: If no DTCs are present or repair is for accident repair or EV range, TAC approval is also required.

Odometer Reading:

Casual BIN #:

Note: Located on the label on the lithium-ion battery, typically on rear portion of the enclosure. Exact location may vary depending on build date. This is required for Core Return.



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Note: Dealer must have Forklift onsite prior to order, see Bulletin 22-NA-114: Information on Forklift and Vehicle Hoist Requirements to Support Electric Vehicle (EV) High Voltage Battery Handling for specifications needed.

Label Master Portal Help Ticket

In the event that you have questions or need assistance from the BSC you can use any of the following options to get support.

1. Submit a Help Ticket through the portal by selecting Get Help
2. Email GMUltiumEVBattery-Support@labelmaster.com
3. Call US:1-844-931-4966
4. Connect with TAC

For Canadian Help Support

Contact York Electronic Service Center: (888) 650-9675

Shipping and Receiving

U.S. Dealers: The HV lithium-ion battery will ship within 24-48 business hours of ordering. Once shipped, carrier tracking is provided through BSC carrier. For any delays, backorders, or questions on current status of your order, please contact BSC by submitting a help ticket, emailing GMUltiumEVBattery-Support@labelmaster.com, and/or calling 1-844-931-4966.

Shipping is handled through third party ground shipping. The Carrier could reach out to schedule drop off. If delays occur in transit, the carrier might still try to fulfil the order and drop-off. If this happens outside of a Dealer's standard receiving hours.

If a dealer cannot support the carrier's request to complete the package drop off outside the normal receiving hours, explain standard receiving hours and constraints.

If the Carrier insists or is unwilling to drop-off the package during the next business day, contact BSC for additional support by calling 1-844-931-4966 or emailing GMUltiumEVBattery-Support@labelmaster.com

Canada dealers: Contact York Electronic Service Center (ESC) at (888) 650-9675 for questions on delays, backorders or current status of your order.



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Upon arrival, inspect the crate for signs of damage. Confirm labeling and billing information of the HV lithium-ion using the affixed Battery Part Number and BIN Number label, on the side of the crate.

Note: All damage to the crate and/or HV Lithium-Ion Battery must be reported within 72 hrs of delivery. A replacement crate can be requested through the associate Battery Order in the LM - Label Master – New Ultium Battery Orders and Returns Portal or for assistance call 1844-931-4966.

Prior to installation, re-confirm the HV Lithium-Ion Battery and inspect the HV lithium-ion Battery for damage during transit.

Important: The Electric Vehicle (EV) High Voltage Lithium-Ion Battery are specifically allocated for each VIN and must be installed in the intended vehicle.

Danger: Failure to install the allocated Electric Vehicle (EV) High Voltage Lithium-Ion Battery could lead to severe safety concerns, damage and/or render the vehicle inoperable. Contact the BSC for any questions or assistance necessary.

Damaged in Transit

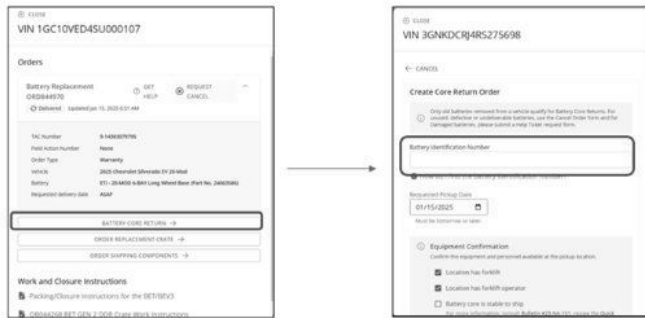
If a Lithium Battery is found to be damaged during receipt:

1. Follow 23-NA-151 for inspect the pack to determine and understand pack stability.
2. Update the TAC case with the details and photos of the condition. Please include the following:

- Stable to Ship Findings from 23-NA-151
- BSC Battery Order #
- Shipped Battery P/N
- Shipped Battery BIN #

TAC will support Stable to Ship review, Issue any additional RESS authorization, or additional steps as needed.

Part Retention and Returns



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Important: CORE and Crate NON-RETURN FEES: If a dealer does not return the HV Lithium-Ion Battery packs/modules removed from the vehicle, in the provided DDR crate within 30 days, they will be charged applicable non-return fee(s) in the amount published by GM.

US Normal Exchange (Core) Return

Danger: When necessary, diligently work with TAC through 23-NA-151 to determine and understand pack stability.



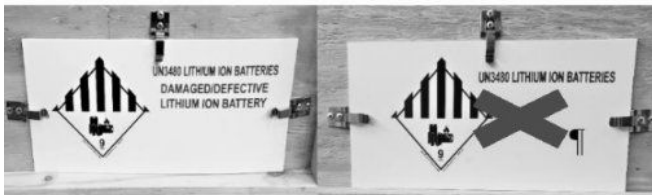
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- To schedule BSC core pickup/return Logistics via the GlobalConnect, LabelMaster Portal, select the Battery Core Return button and provide the Battery Identification Number (BIN) of the returning HV Battery core.
- Ship to the address on the return Bill of Lading is included with the service pack.

Important: DO NOT wait for the warranty claim to be processed before returning the failed used HV Lithium-Ion battery

- Place a copy of the repair order with the pack to be returned. Failure to return a copy of the repair order with the shipment may result in a charge.
- Attach the completed return shipping tag to the lithium-ion battery container.
- Ensure the HV Battery has all coolant removed and follow included DDR Crate Work Instructions for properly crating/packing.
- DO NOT return the battery pack in any container other than the container that the service battery was delivered in. The removed unit must be returned complete in the original exchange shipping container.
- When crating core for return shipment inspect the shipping components - including poly liner, absorbent blankets, rubber pads, and ratchet straps.

Note: If a replacement crate or shipping components are needed, select the appropriate button within the associated Battery Order to request these items through the BSC.



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Adjust shipping placard to indicate the core shipment is Damaged/Defective. Ensure all legal requirements for the shipment of this material have been met, including any/all applicable to you as the shipper of dangerous goods/hazardous materials.

Important: Lithium-ion batteries are hazardous material. GM requires that at least one person be hazmat certified per servicing dealer. Additional resources for hazardous material shipping can be found as part of appendix G in the latest version of Service Bulletin # 99-00-89-019. A compromised (damaged) battery is hazardous waste and must be discharged according to SI procedures for damaged packs. All hazardous materials and hazardous waste must be shipped in accordance with all local, state, and federal laws. Failure to follow these closure instructions may result in a violation of the U.S. Hazardous Materials Transportation Act and could be subject to fines.

Note: Ensure that all legal requirements for shipment of this material have been met, including those applicable to you as the shipper of dangerous/hazardous materials.

Note: If a new battery is returned for core in error or misplaced the dealer may be charged, please contact your Customer Care and Aftersales District Service Manager as soon as possible to notify them of the situation.

Canadian Exchange (Core) Returns

All lithium-ion batteries that are removed from the vehicle need to be returned to the appropriate core return center. Refer to GM Global Connect for the latest GM Canada Parts Bulletin relating to procedures for return of EV Batteries or Sections. This can be found under Parts Bulletins and Resources located in the application section of the Parts Department page.

Canadian Dealers DO NOT return batteries to the York Electronics Battery Service Center (BSC) or to the Warranty Parts Center (WPC).

Storage Guidelines:

1. Store the Lithium-ion battery flat.
2. Store the Lithium-ion battery in an environmentally protected area.
3. Maintain the Lithium-ion battery at room temperature.
4. Protect the Lithium-ion battery from exposure to liquids.
5. Protect the Lithium-ion battery from physical damage.
6. Store the Lithium-ion battery in a limited-access area.

Danger: Failure to follow these guidelines may result in serious injury or death.

Danger: The high voltage (HV) battery must be protected when outside of the vehicle. Therefore, the battery must be immediately placed in the original shipping container.

Danger: During 23-NA-151 Stability review, ensure the container is covered with a tarp when isolating the high voltage (HV) battery and container outside.

Label Master Portal Dealer Profile Creation

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Dealer Information

Dealership Name

Main Phone Number

CCA Parts Code

CCA requires a "Parts Code" for billing purposes. Please provide your 6-digit CCA Parts Code to avoid delays with your order. Please keep in mind that in some cases, this code is different from your BAC code.

Address
 Street

City State Postal Code

Receiving Hours
 Set a window of time when someone is available for shipment delivery and pickup.
 Location has docks
 ADD HOURS ROW

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Dealer BAC Code:

Dealer Name:

Main Phone Number:

CCA Parts Code:

Note: CCA requires this Parts Code for billing purposes. Please provide your Dealer's 6-digit CCA Parts Code to avoid order delays. Typically, this code is different than the BAC code itself.

Shipping Address:

Contact at Dealership (include phone # and email address):

Preferred Delivery Time/Date for Dealer Forklift Operator (Must be within 48 hours of the order time not including weekend)

Hours of operation:

Note: Check the box if your location has shipping docks

In the event that you have questions or need assistance from the BSC. Submit a help ticket, email GMUltiumEV-Battery-Support@labelmaster.com, and/or calling 1-844-931-4966.

Policy & Customer Pay

For Lithium-Ion Battery Replacements under Policy:

Policy Information (United States)	Policy/Goodwill Information (Canada)
<p>Note: For batteries replaced under Policy, the following guidelines are in effect as of January 1st, 2024:</p> <ol style="list-style-type: none"> 1. If the dealer wants to extend Policy assistance in the repair costs, the dealer must follow guidelines listed in the latest version of Service Bulletin 11-00-89-005 and run the Policy Evaluation Tool entering the labor, miscellaneous parts, and all net items at warranty rates. 2. High voltage batteries and sections replaced under Policy are provided to the dealer through a third-party Battery Service Center (BSC). Dealer must inform the BSC at the time of ordering that the repair is being made under Policy. 3. Miscellaneous items such as coolant should be entered in the Parts field and not in the Net Amount of the submitted transaction. 	<p>Note: For batteries replaced under Policy, the following guidelines are in effect as of February 15th, 2024:</p> <ol style="list-style-type: none"> 1. All Policy/Goodwill repairs involving material ordered through York Electronics (via TAC) must have pre-approval from the District Service Manager (DSM). Failure to obtain approval prior to ordering may result in the dealer being charged a core non-return fee in the amount published by GM. The Dealer must have pre-approval via email or other type of communication involving the District Service Manager (DSM). 2. Attach a copy of the approval from District Service Manager (DSM) to the job card.
<p>If a dealer does not return the Lithium-Ion battery packs/modules removed from the vehicle within 30 days, they will be charged a core non-return fee in the amount published by GM.</p>	

For Lithium-Ion Battery Replacements as Customer-Pay:

Customer Pay Information (United States)	Customer Pay Information (Canada)
<ol style="list-style-type: none"> 1. All steps in this bulletin must be followed, dealers will still be required to open a TAC case and receive authorization to place a customer pay order. Dealers must provide a VIN for the vehicle at issue before any orders can be placed. 2. The BSC must be notified at the time of ordering that the order type is customer pay, not warranty. 3. Core returns (including shipping) must be sent to the BSC. Failure to do so will result in dealers being charged a core non-return fee in the amount published by GM. 	<ol style="list-style-type: none"> 1. All steps in this bulletin must be followed, dealers will still be required to open a TAC case and receive authorization to place a customer pay order. Dealers must provide a VIN for the vehicle at issue before any orders can be placed. 2. York Electronics must be notified at the time of ordering that the order type is customer pay, not warranty. 3. Core returns: Refer to GM GlobalConnect for the latest GM Parts Bulletin relating to procedures for return of EV Batteries or Sections. This can be found under Parts Bulletins and Resources located in the application section of the Parts Department page. Canadian Dealers DO NOT return batteries to the BSC or to the WPC.
<p>If a dealer does not return the Lithium-Ion battery packs/modules removed from the vehicle within 30 days, they will be charged a core non-return fee in the amount published by GM.</p>	

Warranty Information

Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

For vehicles repaired under the EV coverage, use the causal labor op.

Applicable parts, such as coolant, lithium-ion battery, etc; should be submitted in the parts field of Global Warranty management.

Reference 18-NA-180 for more information.

Version	8
Modified	<p>Released November 15, 2023</p> <p>Revised January 01, 2024 – Updated information on multiple bulletins.</p> <p>Revised January 08, 2024 – Updated verbiage.</p> <p>Revised February 16, 2024 – Updated effective date under Policy/Goodwill Information (Canada).</p> <p>Revised June 05, 2024 – Updated requested information for TAC.</p> <p>Revised August 20, 2024 – Added the 2025 Model Year and BrightDrop Zevo 400, GMC Sierra EV models.</p> <p>Revised November 19, 2024 – Updated Models and Added Cadillac Escalade IQ.</p> <p>Revised April 16, 2025 – Added multiple changes throughout the entire bulletin.</p>

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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