

GENERAL MOTORS  
DCS 7536  
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 20, 2026

Subject: UPDATE: N262559000-01 - Service Update  
RESS Cell Balancing Battery Drain  
Revised Service Procedure & Population Expansion

Models: 2027 Chevrolet Bolt

On June 11, 2026 General Motors released the initial VIN population for Service Update Bulletin N262559000. This message is to advise dealers that additional vehicles have been moved to 'Open' status in IVH. Additionally, the service procedure section has been updated to include software programming. Please discard all previous copies of N262559000. Please verify a VIN's involvement in this field action by checking in IVH prior to doing any repairs. Refer to Service Information (SI) for bulletin details.

**Important:** The involved vehicles **MUST** First have the Battery Energy Control Module programmed, then **MUST** be fully charged to 100% **AND** the "Charge Complete" message **MUST** be displayed. GM will monitor the RESS State of Charge (SOC) through prognostics to confirm the High Voltage battery is fully charged.

**Note:** Warranty claims may be subject to debit if the battery is not fully charged at the time of repair.

**What Should Dealers Do:** Dealers should review IVH, or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin, and it will also be displayed in Service Information tomorrow.

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

END OF MESSAGE

# Service Update

## N262559000 RESS Cell Balancing Battery Drain



Release Date: July 2026

Revision: 01

**Update Description:** This bulletin has been updated to add software programming to the Service Procedure. Please discard all previous copies of bulletin N262559000.

**Attention:** **Important:** The involved vehicles **MUST** first have the Battery Energy Control Module programmed, then **MUST** be fully charged to 100% **AND** the "Charge Complete" message **MUST** be displayed. GM will monitor the RESS State of Charge (SOC) through prognostics to confirm the High Voltage battery is fully charged. **Note:** Warranty claims may be subject to debit if the battery is not fully charged at the time of repair.

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire July 31, 2028.

For EV Involved Vehicles: The repairs outlined in this bulletin must only be completed at an authorized EV dealer and repairs must be performed by a technician who has successfully completed the applicable technical training required to perform this repair.

**Investigate Vehicle History (IVH) in the GM Global Warranty Management system **MUST** always be checked to confirm vehicle involvement and **MUST** be in OPEN status prior to beginning any required inspections and/or repairs. **DO NOT** use Service Information with VIN search, as it will not verify the VIN eligibility for field actions.**

| Make      | Model | Model Year |      |
|-----------|-------|------------|------|
|           |       | From       | To   |
| Chevrolet | Bolt  | 2027       | 2027 |

Investigate Vehicle History (IVH) in the GM Global Warranty Management system **MUST** always be checked to confirm vehicle involvement and **MUST** be in OPEN status prior to beginning any required inspections and/or repairs. **DO NOT** use Service Information with VIN search, as it will not verify the VIN eligibility for field actions.

|                   |                                                                                                                                                                                              |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Condition</b>  | Certain vehicles listed above may have a condition in which the software that maintains the RESS battery pack may inadvertently cause a drain on the high voltage and low voltage batteries. |
| <b>Correction</b> | Dealers are to program the Battery Energy Control Module then fully charge the high voltage battery to reset the cell balancing software.                                                    |

### Parts

No parts are required for this repair.

### Warranty Information

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| Labor Operation | Description                                                                                                                                       | Labor Time | Trans. Type | Net Item |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------|----------|
| 9108333*        | Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration<br><b>Add:</b> Charge Vehicle to 100% | 0.2<br>0.2 | ZFAT        | N/A      |
| 9108334*        | K16: Battery Energy Control Module Reprogramming with SPS<br><b>Add:</b> Charge Vehicle to 100%                                                   | 0.3<br>0.2 |             |          |

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

Labor Time **Test**

Labor Operation Code:

Additional labor up code information:

SPS Warranty Claim Code:

6125814

## Service Update

### N262559000 RESS Cell Balancing Battery Drain

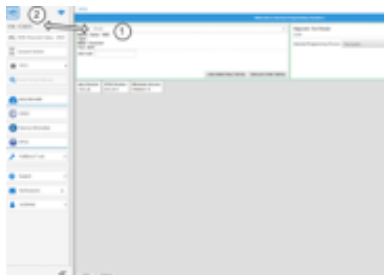


- The Warranty Claim Code from the programming event must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job 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.
- For more information about Warranty Claim Codes and retrieving a lost code, refer to *25-NA-281 Information on SPS Warranty Claim Code Submission and Retrieval* in SI.

#### Service Procedure

**Important:** The involved vehicles **MUST** first have the Battery Energy Control Module programmed, then **MUST** be fully charged to 100% **AND** the "Charge Complete" message **MUST** be displayed. GM will monitor the RESS State of Charge (SOC) through prognostics to confirm the High Voltage battery is fully charged. **Note:** Warranty claims may be subject to debit if the battery is not fully charged at the time of repair.

**Note:** These vehicles may charge slower than average. It may be advantageous to use a Level 1 or 2 Charger and leave the vehicle plugged in at an out-of-the-way location until the Charge Complete screen is displayed.



7001095

**IMPORTANT:** The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu (1) and the top center window (2) match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

**IMPORTANT:** Failure to follow all notes and cautions within the programming and setup document may result in programming error.

1. Connect the vehicle to a 12-volt battery maintainer, as these vehicles may have a low state of charge on the high voltage battery.
2. Reprogram the K16: Battery Energy Control Module. Refer to *K16: Battery Energy Control Module* in SI. Carefully read the programming and setup document for further instruction.



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**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.

3. Record SPS Warranty Claim Code on job card for warranty transaction submission. Refer to *25-NA-281 Information on SPS Warranty Claim Code Submission and Retrieval* in SI.

**Note:** Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

**Note:** These vehicles may charge slower than average. It may be advantageous to use a Level 1 or 2 Charger and leave the vehicle plugged in in an out-of-the-way location until the Charge Complete screen is displayed.

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4. Place the vehicle on a charger. Level 1, Level 2 or DC fast chargers are all acceptable.



5. Allow the vehicle to charge until **100% SOC** and **Charge Complete** is displayed.
6. The vehicle can be removed from charge once **100% SOC** and **Charge Complete** is displayed. It is not detrimental to leave the vehicle plugged in after charging has completed.

#### Programming/Techline Support:

For assistance, Techline Customer Support Center (TCSC) can be contacted using the applicable methods below:

- **For US ONLY:** Assistance can be provided by using the Dealer Case Management (DCM) portal in GlobalConnect. If additional support is needed once the DCM case is created, contact TCSC at 1-800-828-6860. For US only a DCM case is required for phone support.
- **For Canada:** Contact TCSC at 1-800-828-6860 (English) or 1-800-503-3222 (French).
- **For all other regions:** Contact your regional Technical Assistance team for Global Techline Support.

#### Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service through the end date as noted in the Attention box, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

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#### Dealer Reports – For USA and Export

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

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



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Voluntary Technician  
Certification**