



Service Bulletin

Bulletin No.: 19-NA-064

Date: March, 2019

INFORMATION

Subject: Information on Vehicle Pulls to the Left or Right When Regenerative Braking Paddle Applied and/or When Brake Pedal Applied

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	ELR	2014	2016			All	All
	CT6	2017	2018				
Chevrolet	Bolt EV	2017	2019				
	Volt	2011	2019				
Holden	Volt	2013	2014				
Opel / Vauxhall	Ampera-e-EV	2017	2019				

Involved Region or Country	North America, N.A. Export Regions, Australia
Condition	Some customers may comment that their vehicle pulls to the left or right when regenerative braking paddle is used and/or when braking with the brake pedal.
Cause	<p>The purpose of this communication is to first direct the technician to an inspection of the vehicle's tires. The cause of the condition has most commonly been found to be one or more of the following tire related issues:</p> <ul style="list-style-type: none"> • Incorrect tire pressure • Tire wear • Uneven tread depth • Incorrectly installed tire • Mis-matched brand of tires

Correction	<p>First review the information in the latest version of Bulletin #00-03-10-003 (U.S.), or #01-03-10-003 (Canada), to become acclimated to:</p> <ul style="list-style-type: none"> • The sections for “What is Covered” and “What is Not Covered.” • What constitutes damage versus normal wear and tear. • Examples of Non-Warrantable Conditions. • Advise customers that they may be responsible for all, or possibly a pro-rated portion of tire repairs. <p>In order to verify, or possibly rule out, the tires as the Cause of the above Condition, the following recommendations are suggested:</p> <ul style="list-style-type: none"> ⇒ Inspect all four tires for wear, uneven tread depth, an incorrectly installed tire or mis-matched brand of tires. Correct tire pressure, or get authorization to replace as necessary. ⇒ If none of the conditions above appear to be evident, first switch the front tires to the rear to see if the pull goes away or is lessened. If so, get authorization to replace those tires on the rear. ⇒ If the pull is still present, and if possible, get authorization to install four tires and wheels from another vehicle, to see if the pull goes away. <p>Important: The regenerative braking system applies torque evenly to both axles while braking in a straight line. Pulling to one side is not caused by the propulsion system.</p> <ul style="list-style-type: none"> ⇒ If the tires have been confirmed to be good, then follow further diagnostics in SI.
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