



# Service Bulletin

Bulletin No.: 20-NA-053

Date: March, 2020

## TECHNICAL

**Subject: DC Fast Charge Robustness Improvements**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Bolt EV	2017	2019	All	All	All	All

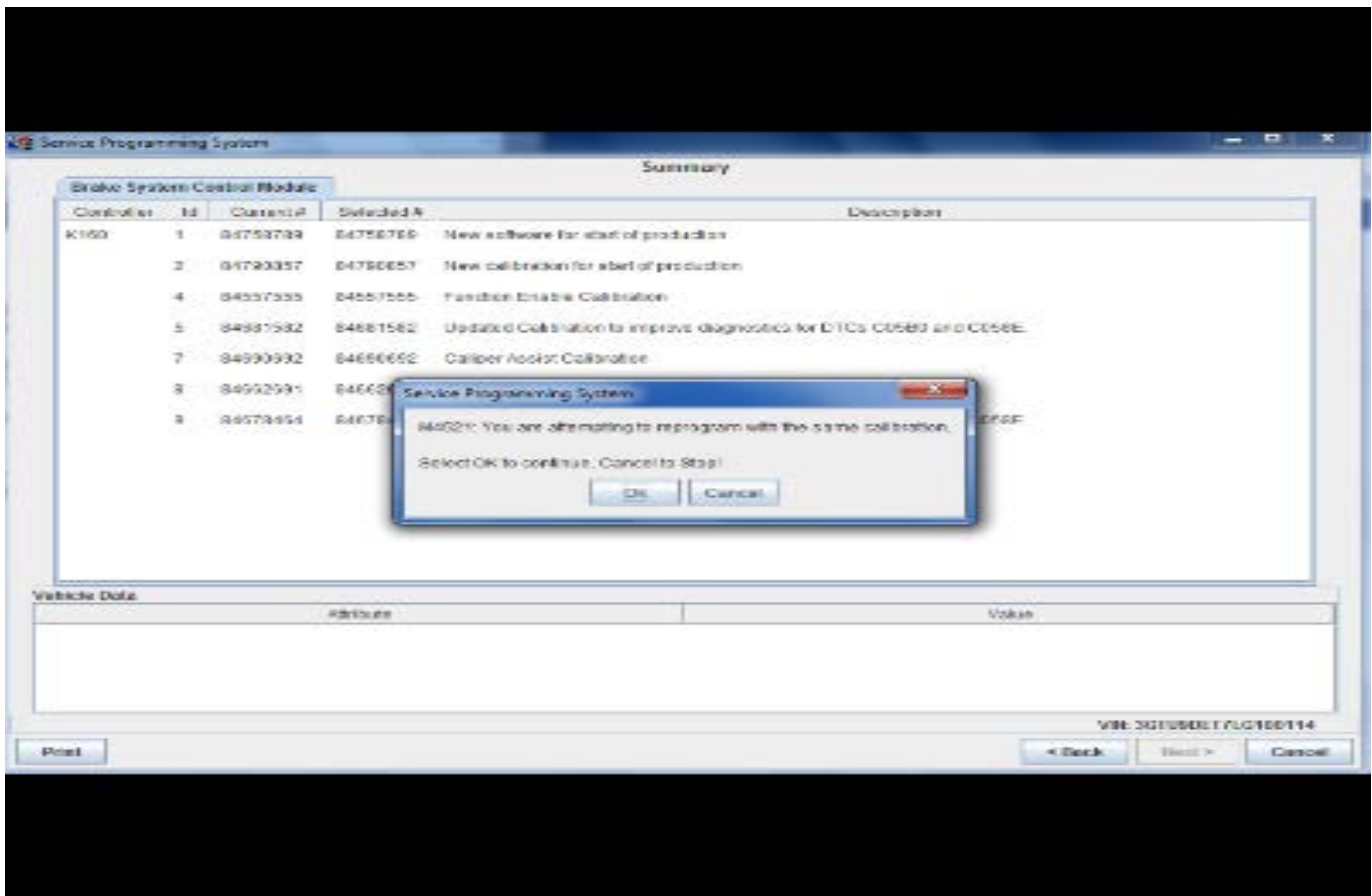
<b>Involved Region or Country</b>	North America, Middle East
<b>Condition</b>	GM is making available similar DC Fast Charge robustness improvements for 2017-2019 as were implemented in the 2020 model year Bolt EV. If a customer comments about a problem with or an inability to DC Fast Charge, it is recommended to perform this bulletin. In addition, if a customer finds that DC Fast Charging is taking a long time to charge in winter below 0°C (32°F) outside temperature, this calibration will improve the charging rate of an empty pack.
<b>Cause</b>	Improved performance is now available based on customer feedback.
<b>Correction</b>	<p>Technicians should scan for DTCs to capture any codes.</p> <p>Using SPS, verify if the vehicle has the latest calibration in the <i>K114B Hybrid/EV Powertrain Control Module 2</i>.</p> <ul style="list-style-type: none"> <li>If the vehicle is not up-to-date, then program the Hybrid/EV Powertrain Control Module 2 with the improved calibrations using the Service Procedure section. <ul style="list-style-type: none"> <li>After programming, drive the vehicle for a moment above 30 km/h (19 mph) to re-enable fast charging after flashing. Charge the vehicle using the dealership DC Fast Charger for at least 5 minutes to verify operation. If the vehicle fails to charge, scan for DTCs and follow <i>Plug-In Charging Malfunction (DC Charging)</i> in SI.</li> </ul> </li> <li>If the vehicle already has the latest available calibration from a previous repair attempt, no further updates are available. Attempt to charge the vehicle with the DC Fast Charge station at the dealership. If it charges without issue, there may be a problem with the particular DC Fast Charge station the customer was using. Encourage the customer to contact the station manufacturer. Most stations have a phone number or website for customer service. If the vehicle does not DC Fast Charge, then follow <i>Plug-In Charging Malfunction (DC Charging)</i> in SI.</li> </ul>

### Service Procedure

**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.

**Note:** Carefully read and follow the instructions below.

- 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](http://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.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

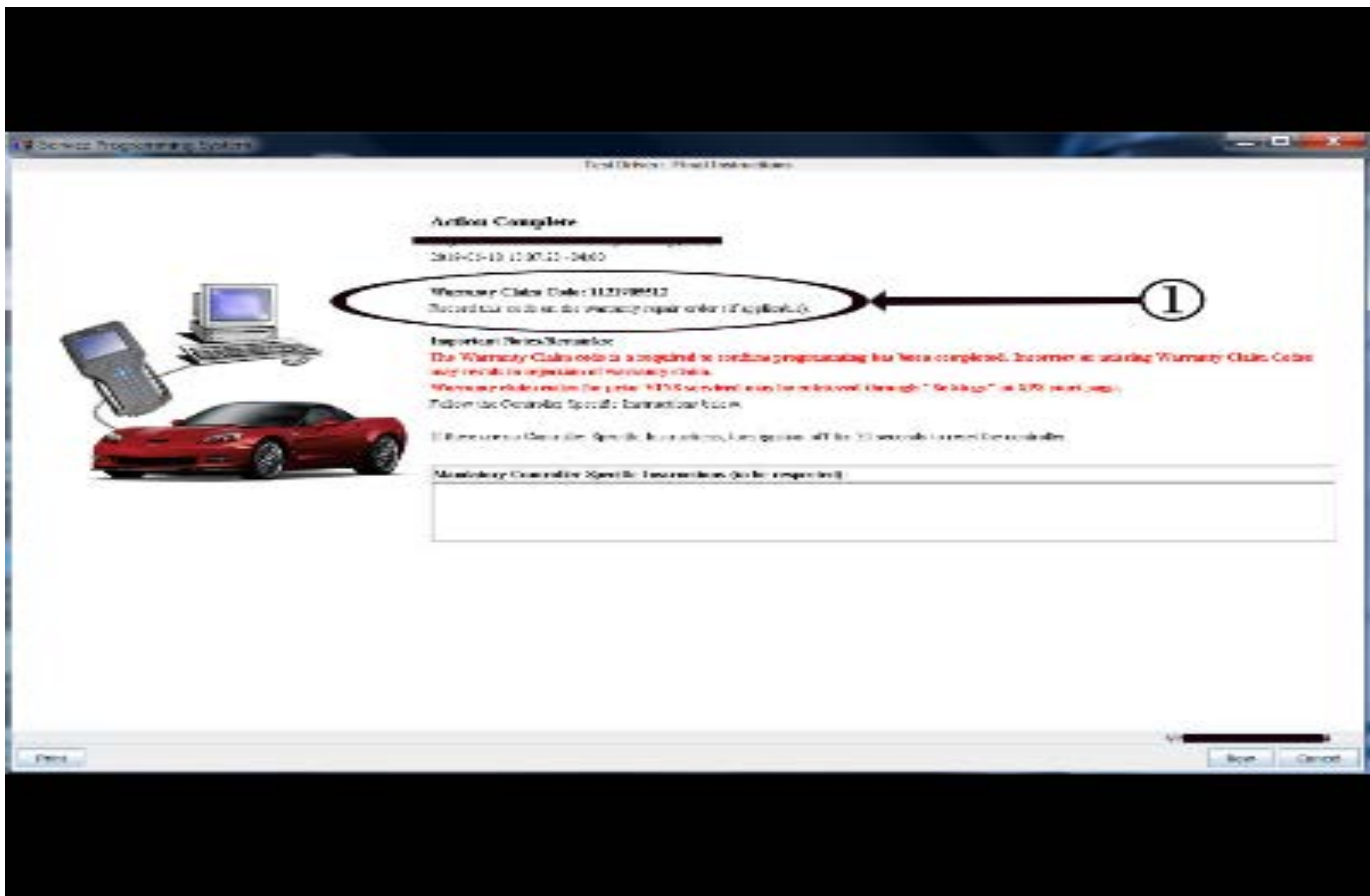


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**Important:** If the Same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming

System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty Information section of this bulletin.

1. Reprogram the Hybrid/EV Powertrain Control Module 2. Refer to *K114B Hybrid/EV Powertrain Control Module 2: Programming and Setup* in SI.



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**Important:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

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

### Warranty Information

**Note:** If using the programming Labor Operation (2886698), then follow Voltec (V) Warranty coverage.

For vehicles repaired under the Voltec (V) coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2886698*	Hybrid Powertrain Control Module 2 DC Fast Charge Robustness Improvements	0.5 hr
5019989	Hybrid Electronics and Charging - Customer Concern Not Duplicated (CCND)	Use Published Labor Operation Time

\*This is a unique Labor Operation for bulletin use only.

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

- The SPS Warranty Claim Code must be accurately entered in the "SPS 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 "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

**Warranty Claim Code Information Retrieval**

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

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.

<b>Version</b>	1
<b>Modified</b>	Released March 02, 2020

