



# Service Bulletin

Bulletin No.: 17-NA-341

Date: March, 2021

## TECHNICAL

**Subject: 120V Portable Charge Cord is Inoperative or Charges Vehicle Intermittently**

Brand:	Models:	Model Year:		VIN:		Propulsion:	Transmission:
		from	to	from	to		
Cadillac	CT6 Plug-In	2017	2018	All	All	Hybrid Electric	—
Chevrolet	Volt	2016	2019			Hybrid Electric	
Chevrolet	Bolt EV	2017	2021			Electric Vehicle	

<b>Involved Region or Country</b>	United States and Canada
<b>Condition</b>	Some customers may comment that the 120V portable charge cord does not work or that the vehicle does not charge completely or may charge intermittently.
<b>Cause</b>	The cause of the condition may be that the customer's power outlet is faulty.
<b>Correction</b>	Test the 120V Portable Charge Cord.

### Service Procedure

**Danger: Improper use of portable electric vehicle charge cords may cause a fire, electrical shock, or burns, and may result in damage to property, serious injury, or death.**

- Do not use extension cords, multi-outlet power strips, splitters, grounding adaptors, surge protectors, or similar devices.
- Do not use an electrical outlet that is worn or damaged, or will not hold the plug firmly in place.
- Do not use an electrical outlet that is not properly grounded.
- Do not use an electrical outlet that is on a circuit with other electrical loads.

**Warning: When using electric products, basic precautions should always be followed, including the following:**

- Read all the safety warnings and instructions before using this product. Failure to follow the warnings and the instructions may result in electric shock, fire, and/or serious injury.
- Never leave children unattended near the vehicle while the vehicle is charging and never allow children to play with the charge cord.
- If the plug provided does not fit the electrical outlet, do not modify the plug. Arrange for a qualified electrician to inspect the electrical outlet.
- Do not put fingers into the electric vehicle connector.

It is imperative that when the Service Technician attempts to verify the customer concern, it is done so using a **known good dedicated power outlet** at their facility. This is critical in order to determine if the issue is with the 120V portable charge cord, the vehicle, or it is within the charging infrastructure (power outlet) that the Customer uses.

1. Perform the Diagnostic System Check - Vehicle prior to using this diagnostic procedure.
  - ⇒ If any DTCs are set, go to Diagnostic Trouble Code (DTC) List - Vehicle in SI.
  - ⇒ If no DTCs are set, go to Step 2.
2. Visually inspect the 120V portable charge cord for any damage, overheating at the power outlet plug terminals/prongs, a defect in workmanship or possible customer abuse.

Possible abuse issues to inspect for would be trapping and crimping the 120V portable charge cord in a car door, a damaged cord power outlet plug such as missing or bent terminals/prongs or driving over the body of the cord set. If any damage is noted, attempt to determine if the damage is from customer abuse or a defect in workmanship.

- ⇒ If damage is determined to be from abuse, advise the customer that it is not covered by warranty.
- ⇒ If damage is from workmanship, replace the 120V portable charge cord.
- ⇒ If there is no damage, go to Step 3.



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			Ready to charge Prêt pour le chargement Listo para cargar
			Electrical outlet/plug overheated Surchauffe de la prise/fiche électrique Tomacorriente/enchufe eléctrico sobrecalentado
			System not properly grounded Pas de liaison correcte du système à la masse Sistema no conectado a tierra adecuadamente
			Vehicle fault detected Défaut du véhicule détecté Se detectó falla de vehículo
			Charge cord fault detected Défaut du cordon de chargement détecté Se detectó falla del cable de carga

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3. Using a known good quality dedicated power outlet with nothing else on the circuit, plug in the 120V portable charge cord. Plug in the 120V portable charge cord to the vehicle receptacle in the customer's vehicle. After plugging in the charge cord, it will perform a quick self test. Compare the 120V portable charge cord status lights to the status lights on the table above.
  - ⇒ If the status lights indicate ready to charge, go to Step 4.
  - ⇒ If a vehicle fault is detected, refer to SI.
  - ⇒ If a charge cord fault is detected, replace the 120V portable charge cord. Record the light status and red blink pattern on the repair order.
4. Charge the vehicle for 5 minutes.
  - ⇒ If the vehicle charges for 5 minutes without interruption, return the 120V portable charge cord and vehicle to the customer. Ask the customer if they can provide a short video of the 120V portable charge cord status lights and the dash charging status light when the problem occurs.

**Notice:** It is suspected that a majority of no-charge events will be due to the electrical outlet/plug being overheated which is the responsibility of the owner. If the customer states that the charging starts fine and over the period of the charging cycle it stops charging, it may be due to the wall outlet overheating as shown by a flashing green light with a solid red light. Please refer to all cautions and warnings on the charge cord. If the charge cord is suspected to be faulting due to temperature, the

**customer's wall power outlet must be inspected and replaced by a qualified licensed electrical technician.**

### Battery Charging

**Caution:** Do not use portable or stationary backup generating equipment to charge the vehicle. This may cause damage to the vehicle's charging system. Only charge the vehicle from utility supplied power.

The 120V portable charge cord requires a minimum circuit capacity of 120 volts and 15 amps.

### Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
5080198*	Charge Cord Replacement Avoidance Due to Customer Power Outlet Problem	0.3 hr
5040230	Drive Motor Battery Charger Cable Replacement	Use Published Labor Operation Time

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

Version	4
Modified	Released October 27, 2017 October 05, 2018 – Added the 2019 Model Year to Bolt EV and Volt. March 02, 2020 – Added the 2020 Model Year to Bolt EV. March 18, 2021 – Added the 2021 Model Year to Bolt EV.

