



Preliminary Information

PIC6449 Process to Replace Battery Packs Which Need Repair - Customer Vehicles Only

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Bolt EUV	2022 - 2022	All	All	All	All
Chevrolet	Bolt EV	2017 - 2022	All	All	All	All

Involved Region or Country	North America
Condition	A Bolt EUV, EV may require a battery pack repair outside of the recall process to correct a battery related DTC or a damaged battery pack.
Cause	Under normal circumstances, GM would encourage repair of the battery pack instead of replacement. With the current recall bulletins in place, replacing the pack assembly during this time is the most expedient way of repairing the customer's vehicle.

Note: This Updated process is for current customer owned vehicles only, this does not apply to dealer owned (new), Used vehicles or Buy back vehicles at this time.

Those vehicles will be added at a later time.

Correction:

To request a battery pack outside of the recall process, please initiate a GM Technical Assistance Center case.

Proof of the need to repair must be provided to TAC, such as a GDS2 session log showing the battery-related DTC, or a picture of a damaged pack and its BIN label (left side of pack).

TAC will review the case and approve a pack if the above criteria are met.

If the vehicle has not yet had a pack replaced for its applicable recall, the VIN will be opened for the recall automatically and the dealer may order a pack from the Bolt EV Global Connect app and complete the pack replacement recall for the customer.

IVH will show the VIN recall status opened within 7 days.

Initiating a TAC case is the way to kick off this process.

This process is temporary and will be discontinued at a point in the future when repairs for the pack are available once again.

Version History

Version	1
Modified	01/20/2022 - Created on.



GENERAL MOTORS