

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5997
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 9, 2021

Subject: N212345750 - Service Update
High Voltage Battery Software Update

Models: 2019 Chevrolet Bolt EV

To: All General Motors Dealers

General Motors is releasing Service Update N212345750 today. This bulletin is applicable to certain model year 2019 Bolt EV vehicles. Certain 2017-2018 model year vehicles will be released at a later date. The total number of U.S. vehicles involved for model year 2019 is approximately 1,780. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 9, 2021.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N212345750 High Voltage Battery Software Update



Release Date: December 2021

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

This Field Action must only be completed by Chevrolet EV certified dealers who have met all Bolt -specific training, tool and equipment requirements. Repairs must be performed by a technician who has successfully completed the required training.

This bulletin is applicable to only certain model year 2019 Bolt EV vehicles at this time. Certain 2017-2018 model year vehicles will be added to this bulletin at a later date.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Bolt EV	2019	2019		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2019 model year Chevrolet Bolt EV vehicles that were repaired under Safety Recall N212343881 prior to the release of the Advanced Diagnostic Software package may have a condition where they could experience an inrush of current causing diagnostic trouble code (DTC) P0AA1 to set, which could result in a malfunction indicator light (check engine light) illuminating on the instrument cluster. There is no safety issue associated with this condition.
Correction	Dealers will reprogram modules using the ZFA – Field Action Multimodule Coordinated Sequence on vehicles that were repaired under Safety Recall N212343881 with a new high voltage (HV) battery pack. These vehicles did not receive the "Advanced Diagnostic Software" programming under N212343881 or N212343883, and are receiving it under this field action.

Parts

No Parts Required

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105954	ZFA – Field Action Multimodule Coordinated Sequence	0.7	ZFAT	N/A

Service Procedure

Important: If the customer brought in the vehicle for an illuminated MIL (Service Vehicle Soon light), check to see if DTC P0AA1 has a DTC History Status of "History" in the HPCM2. If yes, then the High Voltage Battery Disconnect Relay should be replaced because it is damaged. Refer to SI document ID 4508101 to replace the High Voltage Battery Disconnect Relay. Complete the programming below and return the vehicle to the customer. If parts are required, the customer can be notified that a follow up service will be arranged once the parts are available. If the High Voltage Battery Disconnect Relay requires replacement, parts and labor should be charged to the 8 year/100,000-mile (160,000 km) warranty and **NOT** to this field action.

Programming

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 for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc.) is off.

Service Update

N212345750 High Voltage Battery Software Update

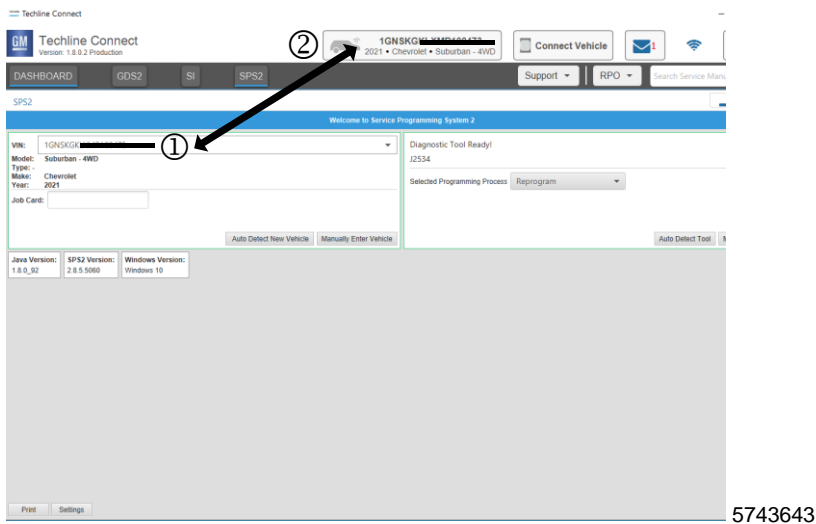


- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

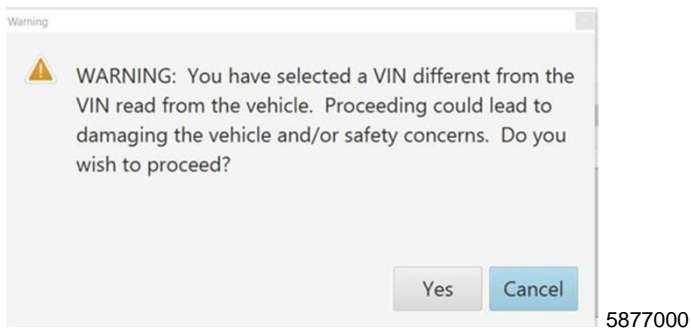
Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.

Caution: Be sure the VIN selected in the drop-down menu (1) is the same as the vehicle connected (2) before beginning programming.



Important: If the vehicle VIN DOES NOT match, the message below will be shown.



Service Update

N212345750 High Voltage Battery Software Update



The screenshot shows the Techline Connect SPS2 interface. A table lists controllers with columns for Controller, ID, Current #, and Description. A dialog box is overlaid on the table with the following text:

M4521: You are attempting to reprogram with the same calibration.
Select OK to continue, Cancel to Stop!

Buttons: OK, Cancel

Controller	ID	Current #	Description
K17	1	84820771	
K17	2	84820790	
K17	3	84820797	84820797
K17	4	84820801	84820801
K17	5	84820808	84820808
K17	6	84820819	84820819
K17	7	84820825	84820825

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The screenshot shows the Service Programming System Summary screen. A table lists controllers with columns for Controller, Id, Current #, Selected #, and Description. A dialog box is overlaid on the table with the following text:

Service Programming System
M4521: You are attempting to reprogram with the same calibration.
Select OK to continue, Cancel to Stop!

Buttons: OK, Cancel

Controller	Id	Current #	Selected #	Description
1	84758789	84758789		
2	84790857	84790857		
4	84557555	84557555		
5	84681582	84681582		
7	84690692	84690692		
8	84662691	84662691		
9	84678464	84678464		

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Important: Techline Connect and TIS2WEB screens shown above.

Important: If the same calibration/software warning is noted on the TLC or SPS Summary 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 section of the bulletin.

The screenshot shows the Techline Connect SPS2 interface displaying the Warranty Claim Code screen. The screen contains the following information:

Programming Complete.
VIN: [redacted]
2020-08-19 12:23:43 PM

Card: 1
Warranty Claim Code: 28YN46808556

Warranty Claim code to repair your program programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim. Warranty Claim codes for prior VINs serviced may be retrieved through "Settings" at SPS start page.
Record this code on the warranty repair order (if applicable).

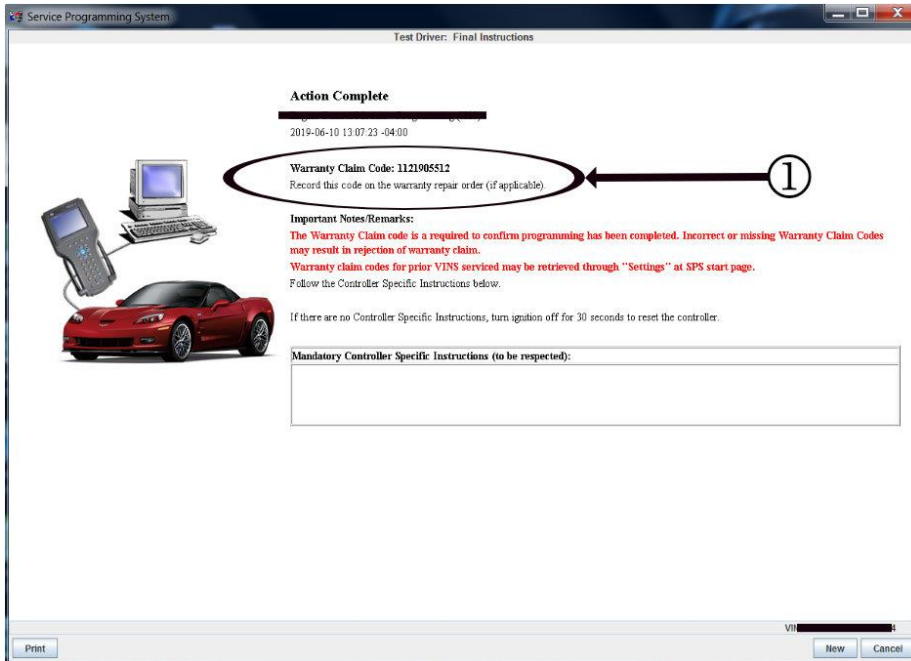
Post Programming Instructions:
Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

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Service Update

N212345750 High Voltage Battery Software Update

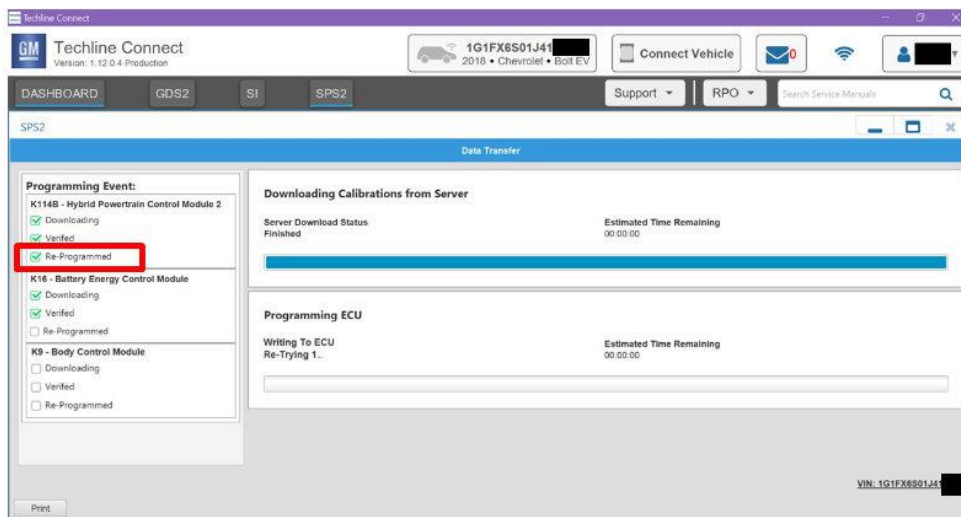


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Note: The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

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.

1. Reprogram the sequential multiple modules through SPS/Techline Connect (SPS and Techline Connect screens shown) by selecting “**ZFA – Field Action Multimodule Coordinated Sequence**” on the select controller screen and select “**Programming**” for the Select Function/Sequence”. Select “**Next**” and follow all on screen instructions. In SPS, scroll down to view all instructions prior to programming.



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Note: The first module in the sequence is the K114B HPCM2 which is programmed with Ignition OFF and the brake pedal depressed to keep communications awake. The second module in the sequence is the K16 BECM, which is programmed with Ignition ON/Propulsion OFF. The third module is the K9 BCM is also programmed with Ignition ON/Propulsion OFF.

Note: Failure to make the transition to Ignition ON/Propulsion OFF may result in having to restart the sequential programming. Sequential programming may SKIP some modules if they already have the latest available calibration.

Service Update

N212345750 High Voltage Battery Software Update



2. Remain in the vehicle with the brake pedal depressed during the programming of the K114B HPCM2. When the green check mark indicates the K114B HPCM2 has been re-programmed, as shown in the image, release the brake pedal and transition to Ignition ON/Propulsion OFF.
3. After programming has fully completed, clear DTCs. Let the vehicle sleep for 1 minute after removing the MDI, powering OFF, and closing all doors.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, 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 Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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 Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) 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 CPOIS system, or once again be used in the CTP program.

Dealer Reports

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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Certification**