



## Preliminary Information

### PIC6449B 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
GMC	HUMMER EV	2022 - 2022	All	All	All	All

Involved Region or Country	North America
Condition	A Bolt EUV, EV, or HUMMER EV may require a battery pack repair outside of the recall process to correct a battery related DTC or a damaged battery pack.
Cause	Bolt EUV/EV: Under normal circumstances, GM would encourage repair of the battery pack instead of replacement. Bolt EUV/EV and HUMMER EV: 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.

Bolt EUV/EV - Updated Internal repair: Replacing the A28 contactor assembly (RELAY, HIGH VLTG BAT DISCONNECRELAY) is an allowable individual repair as of May 2022.

This part is not on restriction.

**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:

Bolt EUV/EV and HUMMER EV: 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 (if applicable) and its BIN label (left side of pack Bolt EV/EUV) and & (rear of pack HUMMER EV).

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	2
Modified	01/20/2022 - Created on. 05/18/2022 - Updated to add A28 contactor assembly repair is allowable 05/23/2023 - Updated to add HUMMER EV 2022



GENERAL MOTORS