



Service Bulletin

Bulletin No.: 22-NA-215

Date: November, 2023

WARRANTY ADMINISTRATION

Subject: Warranty Administration – Ultium PowerUP Level 2 Home Charger Warranty Claim Information

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Buick	All Electric Vehicle (BEV) Models	2022	2024	—	—	—	—
Cadillac							
Chevrolet							
GMC							

Involved Region or Country	North America
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Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Ultium PowerUP Level 2 Chargers are Electric Vehicle drive motor battery chargers designed to be installed in a customer's home. The chargers are covered under the terms of a 3-year Limited Parts Warranty from the date of purchase. The limited warranty is only valid for the original purchaser and is not transferrable.

This Warranty does NOT cover:

- Damage or failure due to negligence, alteration, accident, abuse, improper installation, or use for a purpose which the product is not designed or approved by GM
- Loss of time, inconvenience, loss of use of the vehicle, or other consequential damages
- Labor cost for electrical diagnosis, removal or installation
- Products utilized for vehicles registered and normally operated outside of the United States or Canada

Note For Canada Customers: The customer should first contact the EV Concierge team at 1 (833) 382-4389 for warranty information prior to removal of the charger. If a replacement charger is required, the EV Concierge team will contact the Dealer to advise of the charger replacement.

Dealers are to conduct an inspection of the charger for signs of abuse or damage. (Damage or abuse would not be considered as a warrantable replacement).

Dealers are to verify warranty eligibility by requesting from the customer their original receipt or proof of purchase. A copy is to be retained by the dealer in order to support the parts replacement transaction.

Dealers should provide the consumer with a replacement charger of the same model and submit an over-the-counter warranty claim (ZPTC Transaction Type) for reimbursement. Subsequent replacements under the warranty will receive the balance of the original warranty period but not less than 12 months.

Chargers replaced under warranty should be retained in accordance with currently published warranty parts handling procedures and retention policies.

GM will be requesting initial failed chargers be returned to the Warranty Parts Center for root cause analysis. Dealers will receive a return request upon claim payment. Refer to the latest version of Service Bulletin 99-00-89-019 (Global Warranty Management (GWM) Warranty Parts Center (WPC) Parts Return Program Information) for further details on the part return process and eligible administrative allowance.

Parts Information

This bulletin and warranty ONLY apply to the PowerUp Level 2 chargers purchased by a customer over-the-counter. They do not apply to any charger that may have been provided with a vehicle at the time of purchase.

Description	Part Number	Qty
PowerUp Level 2 Stationary Charger 11.5 KW	84922762	1
PowerUp+ Level 2 Stationary Charger 19.2 KW	85642869	1

Note: The part numbers listed above were current at time of publication. Refer to the electronic parts catalog for part supersession information.

Warranty Transaction Information

Important: Level 2 stationary chargers are considered an over-the-counter sale and do not include labor for installation, removal or reinstallation. Customers who may have purchased an extended service contract would need to follow the guidelines outlined in the contract.

Labor Operation	Description	Labor Time	Net Item	Transaction Type
0603088	Level 2 Charger Replacement	N/A	N/A	ZPTC

Version	
5	
Modified	Released October 28, 2022 Revised November 10, 2022 – Updated the Parts Information. Revised February 01, 2023 – Added a Note for Canada Customers statement. Revised July 18, 2023 – Added the 2024 Model Year and Important statement at beginning of bulletin. Revised November 22, 2023 – Updated the Parts Information section.

