# Customer Satisfaction Program
## 16185 No Start or Loss of Propulsion

**Reference Number:** N162060520 and N162070470

**Release Date:** August 2017
**Revision:** 00

**Attention: This program is in effect until September 30, 2019.**

| Make | Model | Model Year | | RPO | Description |
|---|---|---|---|---|---|
| | | From | To | | |
| Chevrolet | Volt | 2017 | 2017 | | |

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** | On certain 2017 model year Chevrolet Volt vehicles, the high voltage interlock connector behind the high voltage battery disconnect relay fuse block cover may be susceptible to becoming recessed back into the high voltage battery disconnect relay assembly. This may cause an electrical disconnect which could result in a loss of vehicle propulsion and/or a no start condition. The malfunction indicator lamp may be illuminated and DTC P0A0C – "high voltage system inter-lock circuit low" may be set. A "Shift To Park" message may also be displayed. Additionally, a subset of these vehicles may have a condition in which the 15A fuse in the high voltage battery disconnect relay may prematurely open. The open fuse may prevent the low voltage battery from being charged by the 14v DC power module. If this were to occur, the vehicle will provide warning to the driver and eventually lose electrical power. Once power is drained from the 12 volt battery, the vehicle may lose propulsion and will not start. |
| **Correction** | Reprogram the hybrid powertrain control module 2; and if applicable, replace the 15 amp high voltage battery disconnect relay fuse. |

**Parts**

| Quantity | Part Name | Part No. |
|---|---|---|
| 1 | Fuse-High Voltage Bat Disconnect Relay = 15A Fuse | 24278473 |

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

**Warranty Information**

| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|---|---|---|---|---|
| 9102929* | Reprogram Hybrid Powertrain Control Module 2 - For use with IVH Reference # N162060520 | 0.4 | ZFAT | N/A |
| 9103354** | Module Programming Not Required - For use with IVH Reference # N162060520 | 0.2 | | |
| 9102930* | Replace Fuse and Reprogram Hybrid Powertrain Control Module 2 - For use with IVH Reference # N162070470 | 1.8 | | |
| 9103355** | Replace Fuse and Module Programming Not Required - For use with IVH Reference # N162070470 | 1.6 | | |

* To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered when submitting this transaction.

** SPS Warranty Claim Code is NOT required when submitting this transaction.

**Service Procedure**

NOTE: carefully check the vehicle manufacture date to determine what repair(s) are required for that particular vehicle:

- **MY 2017 SOP to July 20, 2016** built vehicles receive the **Fuse Replacement** procedure and the **Programming** procedure.
- **Vehicles built after July 20, 2016 (ending August 11, 2016)** only receive the **Programming** procedure.

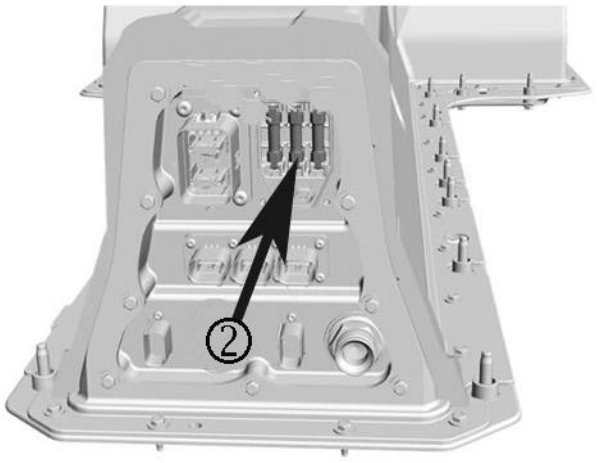
NOTE: when performing the following repair ensure these steps are followed:

- Make sure that vehicle is not plugged in charging.
- For vehicles that require programming and fuse replacement, perform the programming first followed by the fuse replacement.

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- Make sure MSD is completely seated after 15A fuse replacement.

**Fuse Replacement**




4850139

Replace the 15 amp (2) high voltage battery disconnect relay fuse. Refer to *High Voltage Battery Disconnect Relay Fuse Replacement (Front - BDU)* in SI.

**Programming**

**Note:** Carefully read and follow the instructions below.

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- 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. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. 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.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
- Refer to *Hybrid Powertrain Control Module 2 Programming and Setup* for additional information on programming.

Caution: If the Same Calibration/Software Warning is noted on the SPS Controller screen, do NOT attempt to program the module. Refer to the Warranty section of the bulletin and use labor operation code 9103354, Module Programming Not Required - For use with IVH Reference # N162060520; **OR** use labor operation code 9103355, Replace Fuse and Module Programming Not Required - For use with IVH Reference # N162070470.

1. Program the hybrid powertrain control module 2 with the new calibration, set up is not required. Refer to *Hybrid Powertrain Control Module 2 Programming and Setup* in SI.
2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

**Dealer Responsibility**

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through September 30, 2019. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through September 30, 2019, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

**Dealer Reports**

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

**Courtesy Transportation** – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

**Customer Notification**

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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.

**We Support Voluntary Technician Certification**

# Customer Satisfaction Program
16185 No Start or Loss of Propulsion

August 2017

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2017 model year Chevrolet Volt may have a condition in which the high voltage interlock connector behind the high voltage battery disconnect relay fuse block cover may be susceptible to becoming recessed back into the high voltage battery disconnect relay assembly. This may cause an electrical disconnect which could result in a loss of vehicle propulsion and/or a no start condition. The malfunction indicator lamp may be illuminated and DTC P0A0C – "high voltage system inter-lock circuit low" may be set. A "Shift To Park" message may also be displayed. Additionally, a subset of these vehicles may have a condition in which the 15A fuse in the high voltage battery disconnect relay may prematurely open. The open fuse may prevent the low voltage battery from being charged by the 14v DC power module. If this were to occur, the vehicle will provide warning to the driver and eventually lose electrical power. Once power is drained from the 12 volt battery, the vehicle may lose propulsion and will not start.

Your satisfaction with your Volt is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will reprogram the hybrid powertrain control module 2; and if applicable, replace the 15 amp high voltage battery disconnect relay fuse. This service will be performed for you at **no charge until September 30, 2019**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

| Division | Number | Text Telephones (TTY) |
|---|---|---|
| Chevrolet | 1-800-222-1020 | 1-800-833-2438 |
| Puerto Rico – English | 1-800-496-9992 | |
| Puerto Rico – Español | 1-800-496-9993 | |
| Virgin Islands | 1-800-496-9994 | |

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Volt provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

16185

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4531
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 15, 2017

Subject: 16185 - Customer Satisfaction Program
No Start or Loss of Propulsion

Models: 2017 Chevrolet Volt

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 16185 today. The total number of U.S. vehicles involved is approximately 14,593. Please see the attached bulletin for details.

**Customer Letter Mailing**
The customer letter mailing will begin on August 28, 2017.

**Global Warranty Management (GWM)**
The Investigate Vehicle History (IVH) screen in the GWM system will be updated August 16, 2017. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

**Warranty Administrator**
This bulletin contains two reference numbers, each with two labor codes. Please be sure to apply the appropriate labor code based on the repair performed and the reference number listed in GM Global Connect>Global Warranty Management (GWM) for the applicable VIN. When looking at the Required Field Actions in IVH, there is a column titled Number, this is the Reference Number that should be utilized to identify the appropriate labor code based on the repair performed.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS