Customer Satisfaction Program
17228 Reduced Propulsion Power

Reference Number: N172096420 **Release Date:** June 2017
Revision: 00

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

Make	Model	Model Year From	Model Year To	RPO	Description
Chevrolet	Volt	2017	2017	MKV	Automatic Transmission

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 2017 model year Chevrolet Volt vehicles, equipped with an automatic transmission (RPO MKV), may exhibit a condition where the driver notices a "Propulsion Power is Reduced" message in the driver information center. This condition is sometimes accompanied by the diagnostic trouble code P0A7F or a significant decrease in actual electric vehicle range. The driver may also notice the engine running at consistently higher power than normal to propel the vehicle and acceleration is slower than expected.
Correction	Dealers are to reprogram the hybrid powertrain control module 2.

Parts

No parts are required for this procedure.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102917*	Hybrid Powertrain Control Module 2 Reprogramming with SPS	0.4	ZFAT	N/A
9103218**	Module Programming Not Required	0.2	ZFAT	N/A

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

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

Service Procedure

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: Do NOT program the hybrid powertrain control module 2 with the drive motor battery charger cable connected to the vehicle. Charging while programming may result in damage to the High Voltage Battery Disconnect Relays.

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Note: If the same Calibration/Software Warning is noted on the SPS Controller screen, do NOT attempt to program the module. No further action is required. Refer to the Warranty section of the bulletin and use labor operation code 9103218, Module Programming Not Required.

1. Install *EL-49642* SPS programming support tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions.
3. On the SPS Supported Controllers screen, select Hybrid Powertrain Control Module 2 - Programming and follow the on-screen instructions.
4. At the end of programming, choose the "Clear All DTCs".
5. 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 June 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 June 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
17228 Reduced Propulsion Power

June 2017

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

Dear General Motors Customer:

We have learned that your 2017 model year Chevrolet Volt equipped with an automatic transmission, may exhibit a condition where the driver notices a “Propulsion Power is Reduced” message in the driver information center. This condition is sometimes accompanied by the diagnostic trouble code P0A7F or a significant decrease in actual electric vehicle range. The driver may also notice the engine running at consistently higher power than normal to propel the vehicle and acceleration is slower than expected.

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. This service will be performed for you at **no charge until June 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.

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

17228

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4479
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 20, 2017

Subject: 17228 - Customer Satisfaction Program
Reduced Propulsion Power

Models: 2017 Chevrolet Volt
Equipped with Automatic Transmission (RPO MKV)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17228 today. The total number of U.S. vehicles involved is 3,747. Please see the attached bulletin for details.

Customer Letter Mailing
The customer letter mailing will begin on June 27, 2017.

Global Warranty Management (GWM)
The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 20, 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.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS