

GENERAL MOTORS
DCS 7517
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 11, 2026

Subject: N262559000 - Service Update
RESS Cell Balancing Battery Drain

Models: 2027 Chevrolet Bolt

General Motors is releasing the initial VIN population for Service Update Bulletin N262559000 today. The total number of U.S. vehicles involved is 345. The population is expected to increase. Additional VINs will be communicated on a periodic basis through GlobalConnect messages. Please see the attached bulletin for details.

Important: The involved vehicles **MUST** be fully charged to 100%, **AND** the "Charge Complete" message **MUST** be displayed. GM will monitor the RESS State of Charge (SOC) through prognostics to confirm the High Voltage battery is fully charged.

Note: Warranty claims may be subject to debit if the battery is not fully charged at the time of repair.

What Should Dealers Do: Dealers should review IVH, or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin, and it will also be displayed in Service Information tomorrow.

The Stock VIN list of vehicles in dealer inventory or in-transit is attached to this message. Note: this list is only accurate at the time of report creation and all VINs should be validated in IVH prior to repair.

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.

END OF MESSAGE

Service Update

N262559000 RESS Cell Balancing Battery Drain



Release Date: June 2026

Revision: 00

Attention: **Important:** The involved vehicles **MUST** be fully charged to 100%, AND the “Charge Complete” message **MUST** be displayed. GM will monitor the RESS State of Charge (SOC) through prognostics to confirm the High Voltage battery is fully charged. **Note:** Warranty claims may be subject to debit if the battery is not fully charged at the time of repair.

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire June 30, 2028.

For EV Involved Vehicles: The repairs outlined in this bulletin must only be completed at an authorized EV dealer and repairs must be performed by a technician who has successfully completed the applicable technical training required to perform this repair.

Investigate Vehicle History (IVH) in the GM Global Warranty Management system MUST always be checked to confirm vehicle involvement and MUST be in OPEN status prior to beginning any required inspections and/or repairs. DO NOT use Service Information with VIN search, as it will not verify the VIN eligibility for field actions.

Make	Model	Model Year	
		From	To
Chevrolet	Bolt	2027	2027

Investigate Vehicle History (IVH) in the GM Global Warranty Management system **MUST** always be checked to confirm vehicle involvement and **MUST** be in OPEN status prior to beginning any required inspections and/or repairs. **DO NOT** use Service Information with VIN search, as it will not verify the VIN eligibility for field actions.

Condition	Certain vehicles listed above may have a condition in which the software that maintains the RESS battery pack may inadvertently cause a drain on the high voltage and low voltage batteries.
Correction	Dealers are to fully charge the high voltage battery to reset the cell balancing software.

Parts

No parts are required for this repair.

Warranty Information

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Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108478	Charge Vehicle to 100%	0.2	ZFAT	N/A

Service Procedure

Important: The involved vehicles **MUST** be fully charged to 100%, AND the “Charge Complete” message **MUST** be displayed. GM will monitor the RESS State of Charge (SOC) through prognostics to confirm the High Voltage battery is fully charged. **Note:** Warranty claims may be subject to debit if the battery is not fully charged at the time of repair.

Note: These vehicles may charge slower than average. It may be advantageous to use a Level 1 or 2 Charger and leave the vehicle plugged in at an out-of-the-way location until the Charge Complete screen is displayed.

1. Place the vehicle on a charger. Level 1, Level 2 or DC fast chargers are all acceptable.

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2. Allow the vehicle to charge until **100% SOC** and **Charge Complete** is displayed.
3. The vehicle can be removed from charge once **100% SOC** and **Charge Complete** is displayed. It is not detrimental to leave the vehicle plugged in after charging has completed.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service through the end date as noted in the Attention box, 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 Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action must be held and inspected/repared 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 Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

Dealer Reports – For USA and Export

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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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