

April 21, 2026

Ascent with CAN Timeout Error

Applies To: New Ascent vehicles with the Engine light showing “CAN Timeout”

Date: 04/21/2026

Overview: On all Ascent vehicles delivered prior to 4/21/2026 with Bolt batteries using the new style Momentary 2/8 second power button. An updated Firmware will need to be installed onto the battery via the Bolt USA app.

***NOTE: this does not apply to older Bolt batteries with the On/Off power button.**

Issue Description: The “Engine” icon on the display is illuminated, when selected it is listed as CAN Timeout.

Required Action: Update the battery using the Bolt USA app using 6 number code, all in caps.

Parts Needed: None.

STEP 1

First, verify you have the Battery with the Momentary 2/8 second power button. See the pictures below to help identify.



Later momentary 2/8 second button.



Early with on/off button.

STEP 2

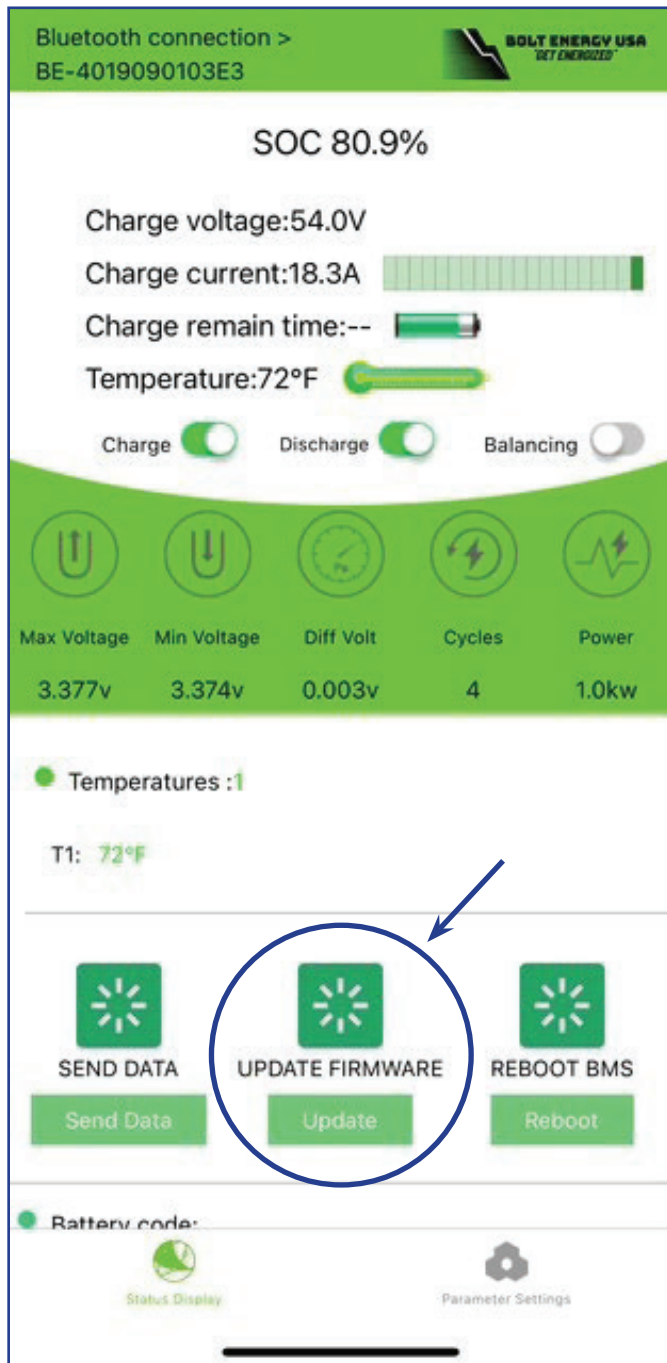
Next, download the Bolt USA battery app to a phone or tablet. After opening the app, it will use Bluetooth from your device to scan for Bolt Bluetooth receivers connected to Bolt batteries (receiver must be connected). The serial number of the receiver is located on the receiver. If there is more than one battery, multiple receivers will be listed. Only select the one connected to the battery you are updating.



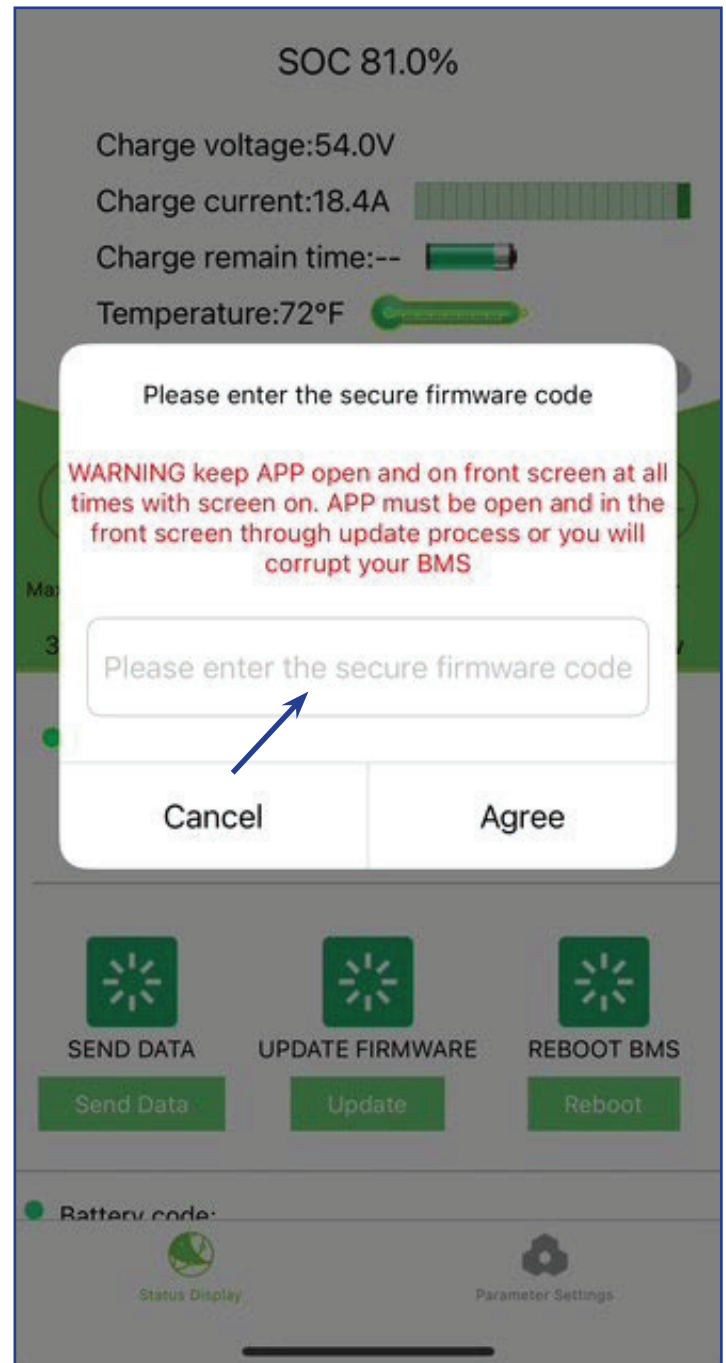
STEP 3

After selecting the correct Receiver serial number, you will be taken to the app's home page. This will show you all the battery information. Scroll down the page and select **"Update Firmware,"** you will see a Warning and the box to enter your new Firmware code.

****Make sure you are updating the correct battery.***

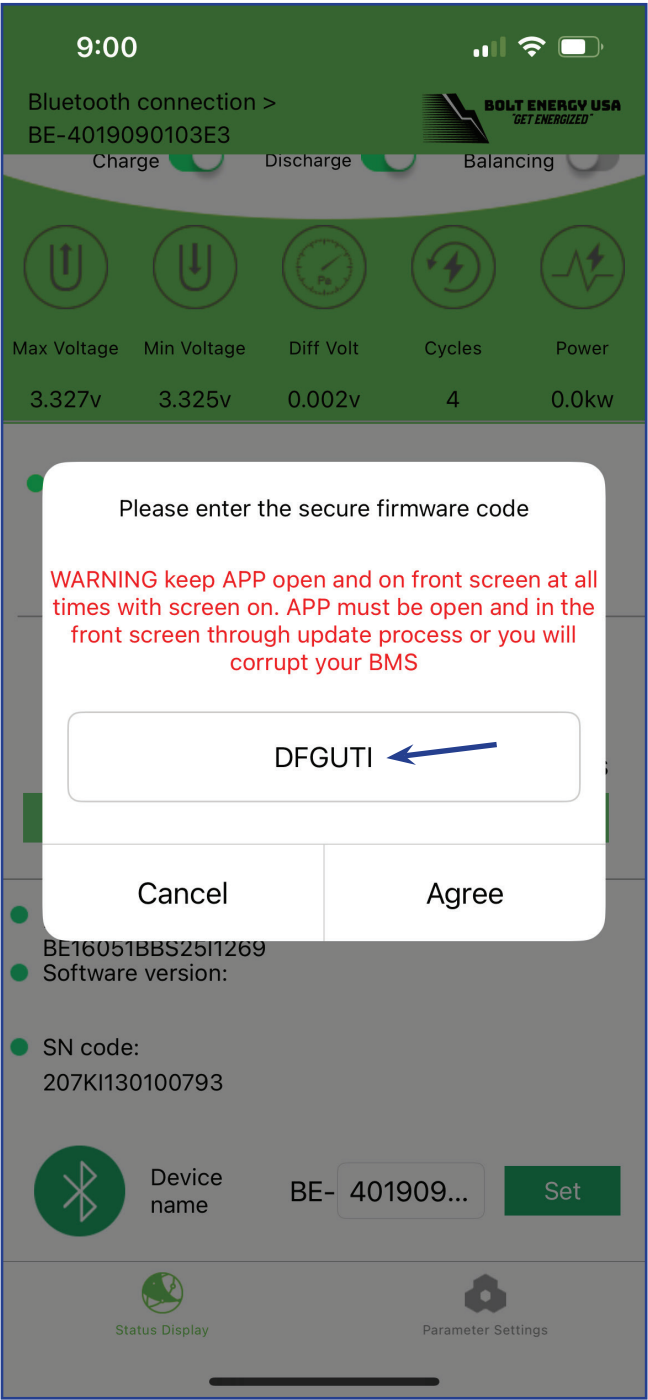


This is the Home page. Scroll down and select Update Firmware in the center.

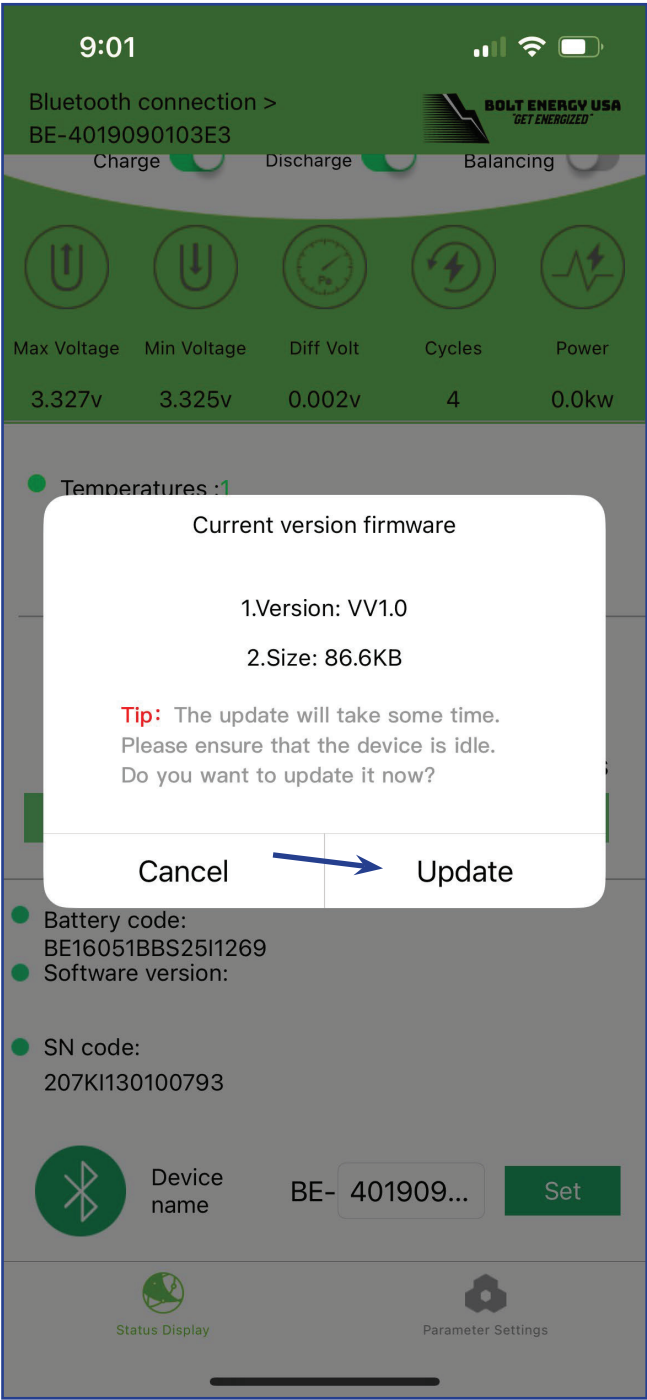


Do not allow the app to close while performing the update. Enter the correct code DFGUTI in all caps, then select "Agree."

STEP 4



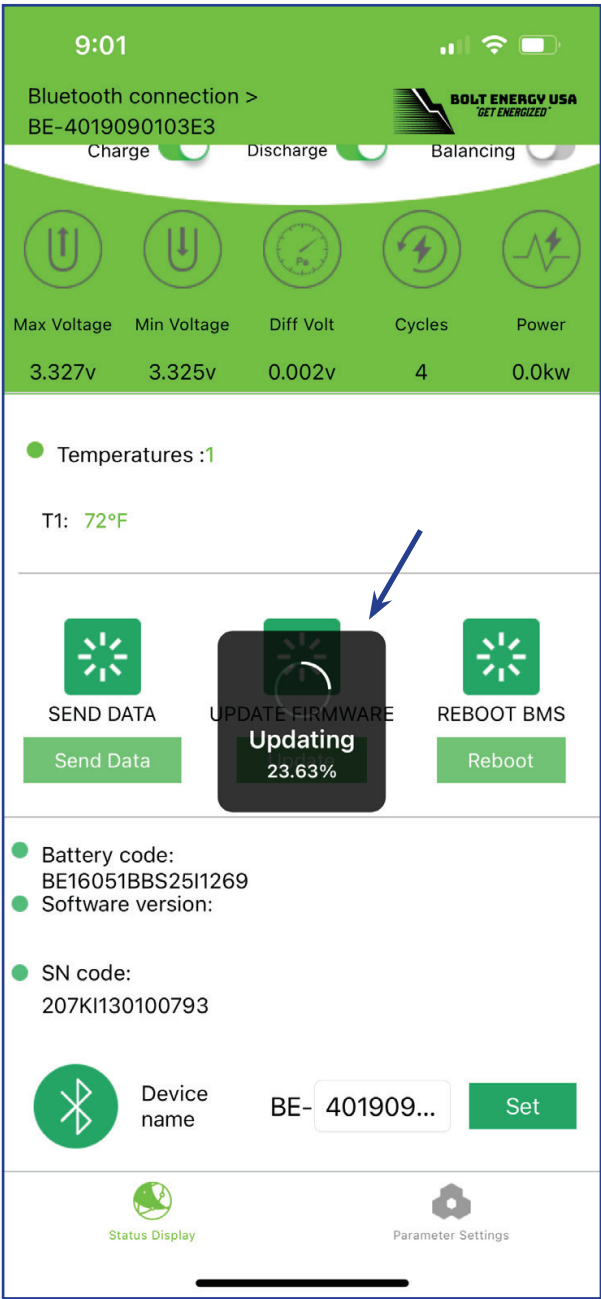
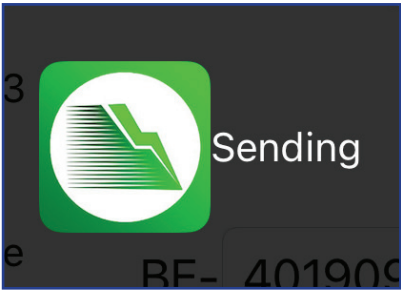
Verify the code entered is correct, then select Agree.



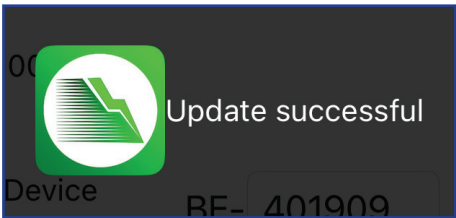
You will get this secondary notice, then when ready select "Update."

STEP 5

The Sending box will pop up and close; you will then see the “Updating” status box.



After the Updating status box reaches 100% you will see



momentarily, then the app will automatically disconnect, press OK and you are finished.

