

# Part 573 Safety Recall Report

# 18V-397

**Manufacturer Name :** General Motors LLC**Submission Date :** JUN 27, 2018**NHTSA Recall No. :** 18V-397**Manufacturer Recall No. :** 18215**Manufacturer Information :**

Manufacturer Name : General Motors LLC

Address : 29427 Louis Chevrolet Road  
MAIL CODE 480-210-2V WARREN MI  
48093

Company phone : 5961733

**Population :**

Number of potentially involved : 3,261

Estimated percentage with defect : 2 %

**Vehicle Information :**

Vehicle 1 : 2013-2013 Chevrolet Volt

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Population includes 2013 model year Volts reprogrammed with service software that disables battery cell balancing

Production Dates : MAY 01, 2012 - JUN 26, 2013

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2013 model-year Chevrolet Volt vehicles that received a software update in a service procedure performed by a dealer. An error in the software update may prevent the batteries in these vehicles from balancing the voltage among individual battery cells, which under certain circumstances can result in a low-voltage condition in one or more battery cells. If the voltage in a given battery cell falls below a certain level, the vehicle may enter a reduced power mode and notify the driver that propulsion power is reduced. If the vehicle continues to be driven after the vehicle enters reduced power mode, the vehicle may lose propulsion.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The vehicle may lose propulsion power while driving, increasing the risk of injury in a crash.

Description of the Cause : Vehicle Interface Control Module (VICM) service software for the 2013 model year Volt inadvertently has the cell balancing function disabled.

Identification of Any Warning : Before the vehicle loses propulsion, the vehicle will enter a reduced power

that can Occur : mode and notify the driver with an error message that propulsion power is reduced.

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

On May 11, 2018, a GM engineer submitted a Speak Up For Safety report after discovering that a software update used in servicing certain 2013 model year Volt vehicles contained an error that can prevent the batteries in these vehicles from balancing the voltage among individual battery cells. GM opened an investigation into the issue, which was combined with an existing investigation into low-voltage conditions in Volt batteries. The investigator reviewed field data, which showed elevated rates of the condition occurring in the field in vehicles that had received the software update. On June 6, 2018, GM's Open Investigation Review (OIR) board reviewed the status of the investigation. On June 7, 2018, GM's Safety and Field Action Decision Authority (SFADA) decided to conduct a safety recall for vehicles that received the software update.

## Description of Remedy :

Description of Remedy Program : Dealers will reprogram the Vehicle Interface Control Module (VICM). Pursuant to 49 C.F.R. § 573.13(d)(1), all covered vehicles are under warranty so reimbursement is not offered.

How Remedy Component Differs from Recalled Component : Revised VICM service software has cell balancing function enabled.  
Recalled Component Name: VICM Service Software  
Recalled Component Description: Vehicle Interface Control Module Service Software  
Recalled Component Part Number: 23206093 TR (Software) 24281683 AB (Calibration)  
Recalled Component Country of Origin: U.S.

Identify How/When Recall Condition was Corrected in Production : NR

## Recall Schedule :

Description of Recall Schedule : Dealers will be notified on June 14, 2018. GM will provide owner notification dates when available.

Planned Dealer Notification Date : JUN 14, 2018 - JUN 14, 2018

Planned Owner Notification Date : NR - NR

\* NR - Not Reported