

Frequently Asked Questions (FAQs) for Safety Recall 18215 Loss of Propulsion Due to Low Cell Voltage

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

Q1) Which vehicles are involved?

A1) Population includes 2013 model year Chevrolet Volt vehicles reprogrammed with service software that disables battery cell balancing.

Q2) What is the issue or condition?

A2) 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.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) 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.

Q4) What is the remedy/repair?

A4) Dealers will reprogram the Vehicle Interface Control Module (VICM) module.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) The vehicle may lose propulsion power while driving, increasing the risk of injury in a crash.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) No, the remedy/repair is not available currently, but we are working to expedite release of the software as soon as possible.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at my.gm.com/recalls or via NHTSA's website at vinrcl.safercar.gov/vin/.

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- Q10) If customers are concerned, can they get a rental car or courtesy transportation?**
- A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.