

# Service Update

## N222369401 Advanced Diagnostic Software (ADS) Improvements



**Release Date:** September 2022 **Revision:** 01  
**Revision Description:** This bulletin has been revised to include model years 2020 and 2021 for the Bolt EV. Please discard all previous copies of bulletin N222369401.

**Attention:** The updated Advanced Diagnostic Software (ADS) contained in this bulletin is intended for vehicles that received the original Advanced Diagnostic Software. The affected vehicles may have been programmed with ADS during assembly, or received the original ADS software during replacement of the high voltage battery, or were programmed with ADS during a prior software update.

This field action must only be completed by Chevrolet EV Certified Dealers who have met all Bolt field action specific training, tool and equipment requirements, and repairs must be performed by a technician who has successfully completed the required training.

| Make      | Model    | Model Year |      | RPO | Description |
|-----------|----------|------------|------|-----|-------------|
|           |          | From       | To   |     |             |
| Chevrolet | Bolt EV  | 2020       | 2023 |     |             |
| Chevrolet | Bolt EUV | 2022       | 2023 |     |             |

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.

|                   |  |
|-------------------|--|
| <b>Condition</b>  | Certain 2020-2023 model year Chevrolet Bolt EV and 2022-2023 model year Chevrolet Bolt EUV vehicles are to receive a software update to improve the original Advanced Diagnostic Software. This software update reduces false diagnostic activation in certain vehicles under certain driving conditions, and prevents diagnostic data loss. |
| <b>Correction</b> | Dealers are to reprogram the Hybrid Powertrain Control Module 2 (HPCM2).   |

### Parts

No parts are required for this repair.

### Warranty Information

| Labor Operation | Description   | Labor Time | Trans. Type | Net Item |
|-----------------|---|------------|-------------|----------|
| 9106328*        | Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration | 0.2        | ZFAT        | N/A      |
| 9106329*        | Hybrid Powertrain Control Module 2 Reprogramming with SPS   | 0.4        |             |          |

**Important:** \* To avoid warranty transaction rejections, carefully read and follow the instructions below:

Labour Time [\[Top\]](#)

Labour Operation Code:

Additional labour op code information:

SPS Warranty Claim Code:

6125814

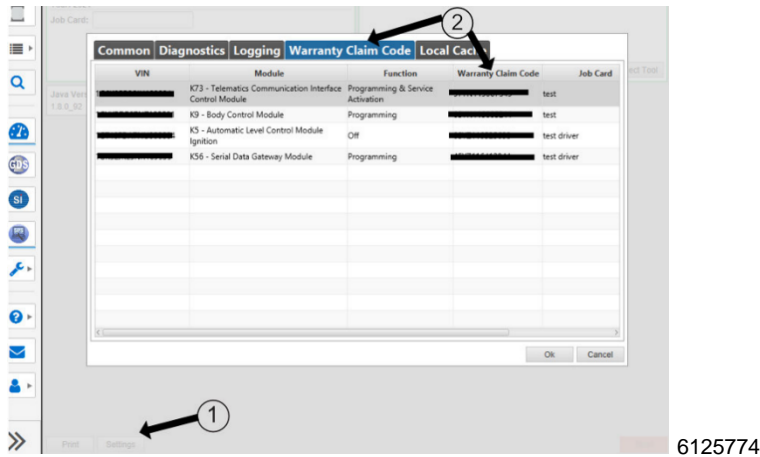
- The Warranty Claim Code must be accurately entered in the “Warranty Claim Code” field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the “Correction” field on the job card. Dealers must also enter one of the codes in the “Warranty Claim Code field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

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### Warranty Claim Code Information Retrieval



If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

### Service Procedure

**Note:** Carefully read and follow the instructions below.

- 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. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

**Important:** The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.

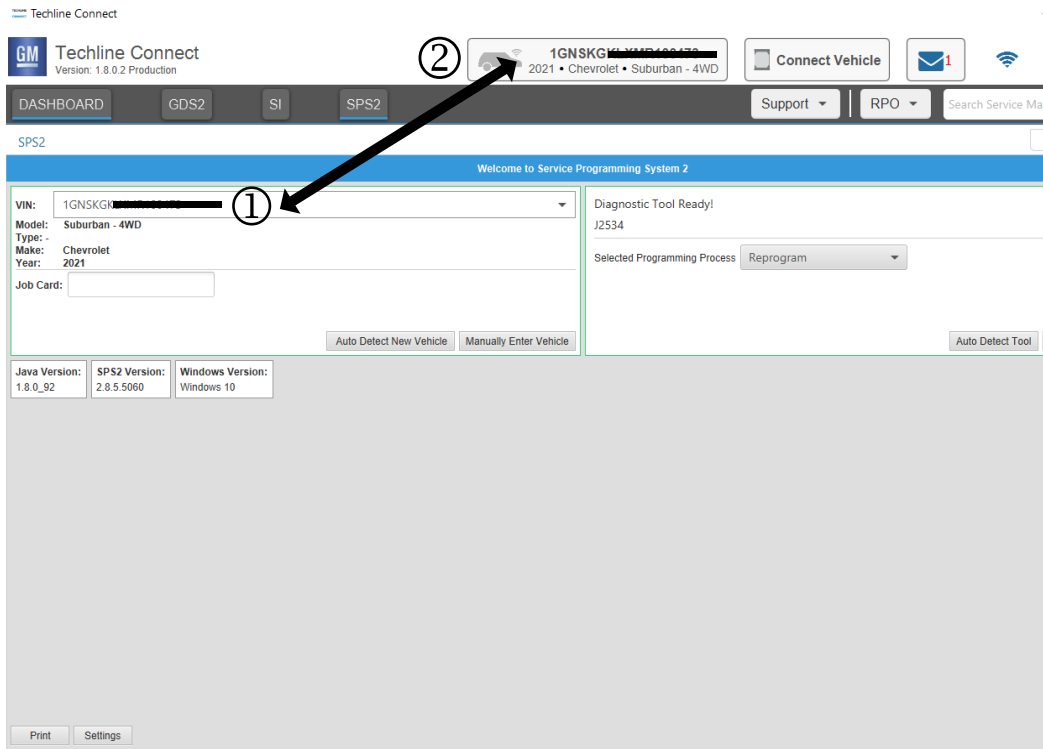
# Service Update

## N222369401 ADS Software/Calibration Improvements



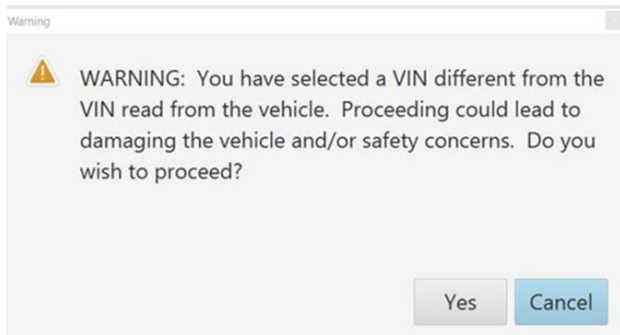
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

**Caution:** Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.



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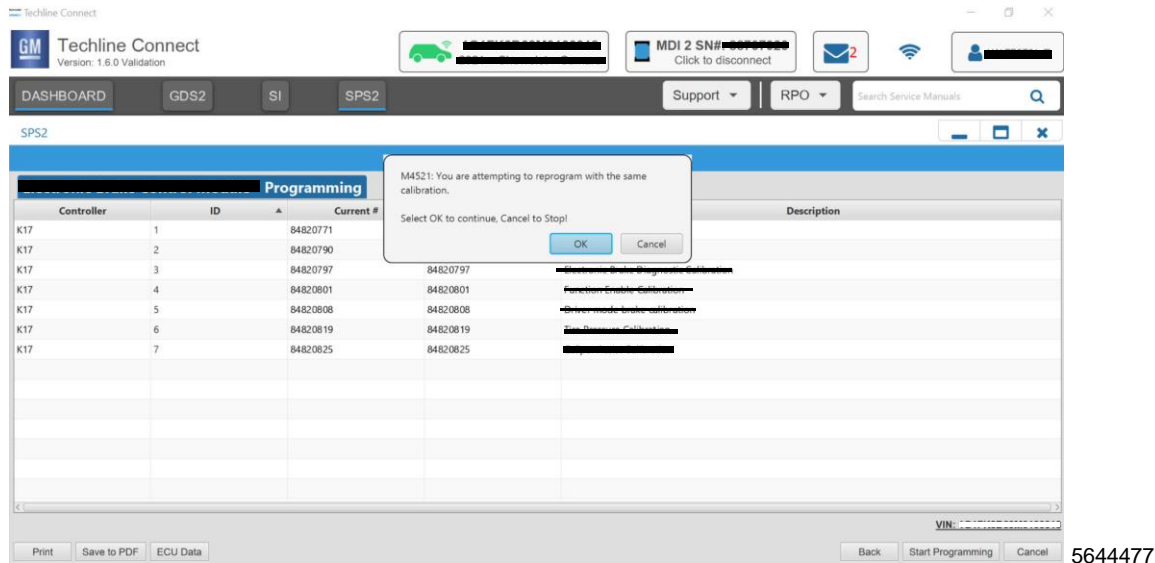
**Important:** If the vehicle VIN DOES NOT match, the message below will be shown.



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# Service Update

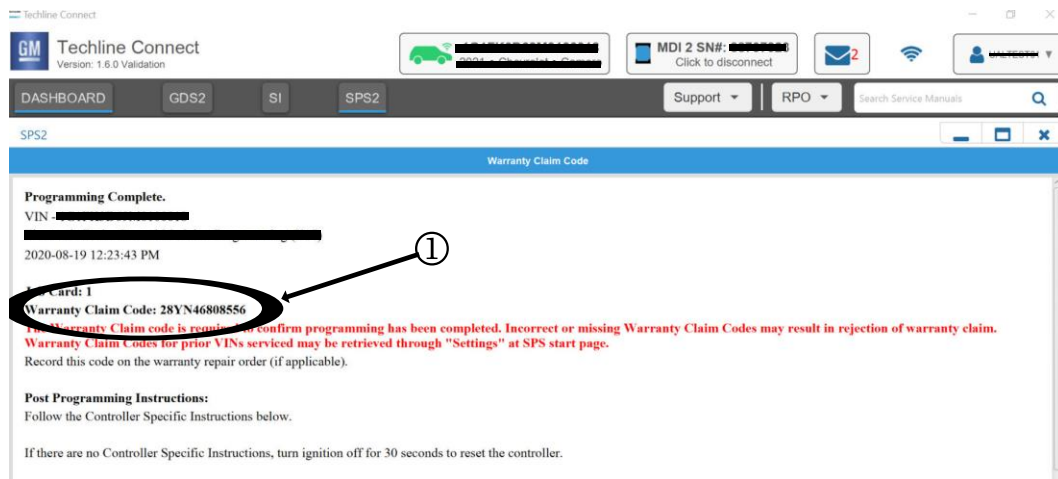
## N222369401 ADS Software/Calibration Improvements



**Important:** Techline Connect screens shown above.

**Important:** If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the hybrid/EV powertrain control module. Refer to *K114B Hybrid/EV Powertrain Control Module 2: Programming and Setup* in SI.



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**Note:** The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

**Important:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

2. 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.

## Service Update

### N222369401 ADS Software/Calibration Improvements



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, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

#### Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain 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 contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

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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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GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6293  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 27, 2022

Subject: N222369401-01 - Service Update  
Advanced Diagnostic Software (ADS) Improvements  
Additional Vehicles Have Been Added to the Population

Models: 2020-2023 Chevrolet Bolt EV  
2022-2023 Chevrolet Bolt EUV

To: All General Motors Dealers

Additional model year 2023 Chevrolet Bolt EV and Chevrolet Bolt EUV vehicles have been added to the population and are now eligible for the updated Advanced Diagnostic Software (ADS) contained in N222369401-01.

The updated Advanced Diagnostic Software (ADS) contained in N222369401-01 is intended for vehicles that received the original Advanced Diagnostic Software. The affected vehicles may have been programmed with ADS during assembly or received the original ADS software during replacement of the high voltage battery or were programmed with ADS during a prior software update.

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**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated September 27, 2022. Please verify a VIN's involvement in this field action by checking in IVH. IVH is the best source for individual VIN inquiries. A list of involved vehicles in dealer new inventory is attached to this message.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS