



Service Bulletin

PRELIMINARY INFORMATION

Subject: Spark EV (BEV) High Voltage Drive Motor Battery Restriction And Exchange Process

Models: 2014 Chevrolet Spark EV
with RPO EVL

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

As part of our ongoing quality improvement process, effective 6/14/2013 the Drive Motor Battery, for the 2014 Spark EV is being placed on restriction through the General Motors Technical Assistance Center (TAC). The dealership must call TAC to establish a TAC case number and authorization. After doing so, TAC will then call the Electronic Service Center (ESC) to order the Drive Motor Battery.

Note: Please review all of the information provided below prior to contacting the General Motors Technical Assistance Center (TAC) @ 877-446-8227 (U.S.) or in Canada 1-800-263-7740 (English) or 1-800-263-7960 (French) to review case details.

The following items are on restriction:

Model Year	Part Name	Part Number
2014	High Voltage Battery Assembly	23176402

The Drive Motor Battery will be ordered by GM TAC and is on exchange through the ESC. This Part Number should not be entered on the Warranty Claim.

Important: Whenever performing battery repairs it is imperative that fasteners are torqued to specification and that G.S.I. procedures are followed.

Do not remove the Drive Motor Battery assembly covers unless instructed to do so by TAC or Engineering. The Chevrolet Spark EV Drive Motor Battery may also be referred to as the Rechargeable Energy Storage System (RESS). If the failure is due to one of the non-serviceable components the battery will be exchanged.

Prior to calling TAC, please make sure to collect the required information and complete the diagnosis provided in the recommendations portion of this PI. Performing the diagnosis and obtaining the required information will minimize the time spent on the telephone and avoid the need for multiple calls to TAC. Guidelines for honoring this exchange program are being strictly enforced. To obtain a replacement drive motor battery, the servicing Spark EV technician must provide customer complaint, conditions; diagnostic trouble codes (DTCs) and other useful information as outlined below.

Danger: Always perform the High Voltage Disabling procedure prior to servicing any High Voltage component or connection. Personal Protection Equipment (PPE) and proper procedures must be followed.

The High Voltage Disabling procedure will perform the following tasks:

1. Identify how to disable high voltage.
2. Identify how to test for the presence of high voltage.
3. Identify condition under which high voltage is always present and personal protection equipment (PPE) and proper procedures must be followed.

Caution: Before working on any high voltage system, be sure to wear the following Personal Protection Equipment:

1. Safety glasses with appropriate side shields when within 50 feet of the vehicle, either indoors or outdoors.
2. Certified and up-to-date Class "0" Insulation gloves rated at 1000V with leather protective gloves.
3. Visually and functionally inspect the gloves before use.
4. Wear the Insulation gloves at all times when working with the Drive Motor Battery assembly, whether the system is energized or not. Failure to follow the procedures exactly as written may result in serious injury or death.

Recommendation/Instructions

Important: Only have a certified Spark EV technician follow the diagnostic procedures below prior to contacting TAC. It will be necessary to connect GDS2 to record the Battery Capacity Code prior to disabling the 12V or High Voltage systems.

1. If DTCs are current and procedure gives direction to remove internal components; STOP! Do not clear codes prior to capturing data and calling TAC. Capture GDS2 Session Log stored Freeze Frame & Failure Records. If possible, road test the vehicle with GDS2 and MDI installed, and capture a session log of the Hybrid Powertrain Control Module 2 (HPCM 2) and Battery Energy Control Module (BECM) data when condition occurs. TAC or Engineering may request that you e-mail the Session Logs to them at a later date. Capture GDS2 Session Log stored Freeze Frame & Failure Records prior to clearing any DTCs or performing any programming.
2. If DTCs are stored in history, capture GDS2 Session Logs and stored Freeze Frame & Failure Records prior to clearing any DTCs or performing any programming.
3. If any diagnostic procedure gives direction to remove internal components do not proceed, STOP! Call TAC. If TAC has identified the repairs as being part of the allowable internal battery repairs, instructions will be provided to the dealer as the Drive Motor Generator Battery is on exchange through the ESC at this point in time. It is imperative that the technician has completed all available Spark EV training including hands-on training as well as have all the required dealer equipment, and all Personal Protection Equipment (PPE) is up to date.
4. Upon review of the diagnosis, TAC will establish a case reference number and order an exchange Drive Motor Battery through the ESC in order to have it shipped to your dealership if necessary.
5. After verifying that the high voltage systems are disabled, remove battery assembly per SI procedures.

Important: The Battery pack has two ground straps that are attached to the battery. ONLY remove the ground straps that are attached to the battery. The new battery will NOT come with the 2 ground straps already attached.

6. Prior to contacting TAC, check with your parts personnel for the parts department hours of operation, the fax number and the name of the parts contact that will be handling the battery pack exchange. This information, along with the battery identification number and the 4 digit battery capacity number, will need to be supplied to the TAC Consultant prior to ordering the battery.
 - a) The battery pack 4 digit capacity code is located in the HPCM 2 under the voltage data list. You need to make sure that you have the latest version of GDS 2 to see this 4 digit code.
 - b) The battery has a 16 digit Battery Identification Tag (B.I.N.) that is located on the right side of the battery. Locate the tag and record the B.I.N. The BIN is the bottom most number on the label (See Photo Below). If the battery is not out of the vehicle yet, you can find the BIN by installing the MDI and using GDS 2.

Access the BECM Module Information and look under the identification information section and the sixteen digit number will be listed under the GDS2 parameter:

Hybrid/EV Battery Identification Number (BIN). You will need to record the BIN and supply it to TAC when ordering a battery.



Important: The exchange unit will be shipped without coolant. Low coolant or the incorrect coolant could result in internal battery or coolant heater damage. As part of the battery removal process, all coolant should be drained from the drive motor battery. Follow G.S.I. procedure for proper coolant and fill procedures.

After the Battery has been removed from the vehicle (see G.S.I. procedure), and before placement into the shipping container, prepare the battery for return by performing the following:

1. Install Coolant plugs (2) in coolant lines. Coolant plugs can be removed from the new service battery assembly and installed in the returned battery. Additional coolant plugs (GM P/N 22770854) can be ordered if they are needed.
2. Install the Manual Service Disconnect (MSD) Cover. The MSD cover can be removed from the new service battery assembly and installed in the returned battery. Additional MSD covers (GM P/N 22989605) can be ordered if they are needed.

Important: The MSD lever should remain with the vehicle and not be returned with the battery assembly.

3. Install the High and Low Voltage Connector Covers. The covers can be removed from the service battery and installed on the returned battery. In order to properly prepare the used battery for shipping and to insure safe shipment, all of the above steps must be followed.
4. After SPS programming the BECM, you will have to drive the vehicle in Sport Mode with the vehicle in Low Gear for approximately 5 miles (8 km). This will pack the most energy in the battery during charging and regeneration and exercises the coolant valves and pumps. When performing the 5 mile (8 km) drive cycle, drive vehicle in slalom (side to side motion) to purge any air from the battery pack cooling plates. After the drive cycle, check for codes and top off the coolant system.
5. Fully charge Drive Motor Battery before delivering the vehicle to the customer.

STORAGE GUIDELINES:

1. Store the Drive Motor Battery flat.
2. Store the Drive Motor Battery in an environmentally protected area.
3. Maintain the Drive Motor Battery at room temperature.
4. Protect the Drive Motor Battery from exposure to liquids.
5. Protect the Drive Motor Battery from physical damage.
6. Store the Drive Motor Battery in a limited-access area.

Danger: Failure to follow these guidelines may result in serious injury or death.

PARTS RETENTION AND RETURNS - UNITED STATES DEALERS

Parts Return Request (WPC)

A Special Parts Return Request will be faxed to you with proper shipping instructions. Do NOT wait for the warranty claim to be paid before returning the failed used battery.

Please follow WPC guidelines below:

1. Do NOT send a battery back without a Special Parts Return Request.
2. Do NOT send the battery back to the ESC.
3. Do NOT send battery back to the WPC.
4. Do NOT return battery in any other container than the container (crate) that the new battery was delivered in. The removed unit must be returned complete in the original exchange shipping container.

The Special Parts Request will provide a request number. This request number must be placed in the outside shipping envelope along with the TAC Case number. Dealers need to place a new envelope inside the battery crate with completed Spark EV Battery Exchange information including the TAC Case #, along with a copy of the Job Card (RO) including the technician's comments, DTCs, and diagnostics. It is recommended that this be taped to the battery inside the container. Failure to place this information both outside and inside the battery shipping container may delay the processing of your return. Do not ship a battery back without an official WPC Request.

Important: Failure to return the battery by the due date will result in the dealership being debited the entire warranty claim (parts and labor).

Important: If you do not receive the WPC Special Part Request, call 248-371-9939 to obtain the proper paper work in order to return the failed Drive Motor Battery.

SHIPPING PREPARATION

1. Disable the high voltage at the drive motor generator battery. Refer to High Voltage Disabling.
2. Remove the Drive Motor Battery from the vehicle as outlined in Drive Motor Generator Battery Replacement in SI.
3. Tighten any fasteners that were loosened or removed during Drive Motor Battery removal to the original torque specification.
4. Remove any plastic shipping plugs or covers from the new unit and install them on the Drive Motor Battery to be returned.
5. Write the TAC case reference number on the drive motor battery assembly in a visible location.
6. Write the TAC case reference number on the repair order.
7. Place the Drive Motor Battery into the shipping container and attach the completed return shipping tag to the Drive Motor Battery.
8. Zinc-Plated Steel Lag Screws for Wood, 5/16" Diameter, 2-1/2" Length are used to secure the battery pack to the crate base. The dealership should also use banding straps to secure the battery to the container base, as it was prior to removal to help ensure the battery is secured to the container base. At minimum, lag bolts must be used to secure the battery to the container base. Standard wood screws can be used to secure the "bonnet" to the container base. The bonnet should also be banded to the container.



SHIPPING INSTRUCTIONS:

1. Place a copy of the Special Parts Return Request, repair order with technician comments, and the completed "Spark EV Battery Product Feedback Form" (available in Global Connect) and place into the plastic envelope. The bill of lading and customs papers (for cross border shipments) should also be inserted into the plastic envelope. Remove the original shipping label and attach the plastic envelope with the return shipping label on it to the container.
2. Label the outside of the shipping container with the Part Return request number and the TAC case reference number. Refer to Corporate Bulletin Number 99-00-89-019 for detailed shipping information.
3. Follow the shipping instructions received in the Special Parts Request.
4. Have the driver sign the bill of lading. Retain a copy of the signed bill of lading and attach your copy to the original repair order. This will be your proof of returning the Drive Motor Battery.
5. Ship the Spark EV battery with appropriate paperwork to:
 - ⇒ A123 Systems
 - ⇒ 39000 Seven Mile Road
 - ⇒ Livonia, MI 48152
 - ⇒ RMA# PR04200
 - ⇒ VIN: _____ (example : VIN XXXXXXXX)

Parts Information

No Part Number should be entered for exchange components. Applicable miscellaneous items such as coolant should be added to the part allowance amount and claimed in the Parts Cost column and not included in the Net Amount (DMN) column of the warranty claim.

CANADIAN SERVICE AGENTS ONLY

All Spark EV batteries must be returned with completed documentation including battery return worksheets with TAC Case Number and VIN.

Note: Failure to return the battery will result in the dealership being debited the entire warranty claim (parts and labor)

For dealers in Canada, the return of failed batteries will be handled as outlined in Parts Bulletin GMP2013-081.

SHIPPING PREPARATION

1. Disable the high voltage at the drive motor generator battery. Refer to High Voltage Disabling.
2. Remove the Drive Motor Battery from the vehicle as outlined in Drive Motor Generator Battery Replacement in G.S.I.
3. Tighten any fasteners that were loosened or removed during Drive Motor Battery removal to the original torque specification.
4. Remove any plastic shipping plugs or covers from the new unit and install them on the Drive Motor Battery to be returned.
5. Write the TAC case reference number on the drive motor battery assembly in a visible location.
6. Write the TAC case reference number on the repair order.
7. Place the Drive Motor Battery on the cradle into the shipping container.
8. Place the completed "Spark EV Battery Product Feedback Form" (available in Global Connect) inside the crate with the failed battery.
Dealers need to place a new envelope inside the battery crate with completed Spark EV Battery Exchange information including the TAC Case #, along with a copy of the Job Card (RO) including the technician's comments, DTCs, and diagnostics. It is recommended that this be taped to the battery inside the crate.
9. Zinc-Plated Steel Lag Screws for Wood, 5/16" Diameter, 2-1/2" Length are used to secure the battery pack to the container base. The dealership should also use banding straps to secure the battery to the container base, as it was prior to removal to help ensure the battery is secured to the container base. At minimum, lag bolts must be used to secure the battery to the container base. Standard wood screws can be used to secure the "bonnet" to the container base. The bonnet should also be banded to the container.

CANADIAN SHIPPING INSTRUCTIONS

Canadian Dealers should follow the steps below to return a failed battery:

1. Contact Rob Carlyle – CCA (905-644-5385) or Kris Muller – CCA (905-644-5159) to arrange battery/section pick-up.
2. Complete the required return hazardous goods shipping paperwork (302C form)
3. The DDS assigned carrier will pick up this battery.
4. Canadian Dealers do NOT return batteries to the ESC or to the WPC.

PARTS INFORMATION

Model Year	Part Name	Part Number
2014	High Voltage Battery Assembly	23176402

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time	Part Allowance
5030630	Drive Motor Battery Replacement	Use Published Labor Operation Time	\$400.00
Add	Administrative Allowance	0.2 hr	
Add	Road Test - Data Snapshot	0.3 hr	

Note: For those batteries not requested back thru the WPC for Root Cause a battery recycling process will be published shortly. Li-Ion batteries must be properly packaged, transported and, recycled using published procedures that are compliant with federal, state/provincial, and local laws and regulations.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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