



Service Bulletin

Bulletin No.: 19-NA-117

Date: May, 2019

INFORMATION

Subject: Information on No Start, Loss or Reduction of Propulsion - DTC P0AFA and/or P0BBE Set

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	ELR	2014	2016			1.4L (LUU)	Automatic (MKA, MKD)
Chevrolet	Volt	2011	2015				Automatic (MKA)

Involved Region or Country	North America
Condition	<p>Some customers may comment on one or more of the following conditions:</p> <ul style="list-style-type: none"> • No start • Loss or reduction in propulsion before the no-start event <p>Some technicians may find one or more of the following DTCs set:</p> <ul style="list-style-type: none"> • P0AFA: Hybrid/EV Battery System Voltage Low Voltage • P0BBE: Hybrid Battery Pack Voltage Variation <p>Note: The vehicle will prevent a subsequent start attempt with a latched DTC P0AFA.</p>
Cause	<p>This condition may be caused by one or more of the 96 cell groups in the high voltage battery pack that may have degraded.</p> <p>⇒ A degraded cell may have a lower cell voltage than the rest of the cells in the pack.</p>
Information	<p>The DTC is identifying a condition with the vehicle. The condition may be intermittent in nature and is likely to return if not appropriately addressed. Follow SI Document ID# 2420054 regarding diagnosis and repair of the P0AFA.</p> <ul style="list-style-type: none"> • If the degraded cell(s) is within one of the three battery sections, replace the appropriate section. • If multiple sections are required, the full battery pack must be replaced. <p>Replacing the 12 volt battery will not correct this condition. Older P1.4 chemistry battery packs and sections on some 2011-2012 vehicles may not be available to order and a full pack with newer chemistry may be required to repair.</p> <p>In North America, refer to Service Bulletin 18-NA-236 for ordering information.</p> <p>Important: The Customer Satisfaction Program Campaign N172130462 – Loss of Propulsion Due to Low Cell Voltage (HPCM2 software update) does not correct a low battery cell. It reduces the likelihood of a complete loss of propulsion event, but the hardware still requires diagnosis and repair.</p>

Parts Information

No parts are required for this repair.

Version	1
Modified	Released May 24, 2019

