

#22-NA-215: Warranty Administration – Ultium PowerUp Level 2 Home Charger Warranty Claim Information - (Oct 28, 2022)

Subject: Warranty Administration – Ultium PowerUp Level 2 Home Charger Warranty Claim Information



Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Buick	All Electric Vehicle (BEV) Models	2022	2023	—	—	—	—
Cadillac							
Chevrolet							
GMC							

Involved Region or Country	United States, Canada, Mexico
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Ultium PowerUP Level 2 Stationary Chargers are Electric Vehicle drive motor battery chargers designed to be installed in a customer’s home. The chargers are covered under the terms of a 3-year Limited Parts Warranty from the date of purchase. The limited warranty is only valid for the original purchaser and is not transferable.

This Warranty does NOT cover:

- Damage or failure due to negligence, alteration, accident, abuse, improper installation, or use for a purpose which the product is not designed or approved by GM
- Loss of time, inconvenience, loss of use of the vehicle, or other consequential damages
- Labor cost for electrical diagnosis, removal or installation
- Products utilized for vehicles registered and normally operated outside of the United States or Canada

Dealers are to conduct an inspection of the charger for signs of abuse or damage. (Damage or abuse would not be considered as a warrantable replacement).

Dealers are to verify warranty eligibility by requesting from the customer their original receipt or proof of purchase (this could include a credit card receipt, Purchase Order, original packaging, parts counter ticket etc.). A copy is to be retained by the dealer in order to support the parts replacement transaction.

Dealers should provide the consumer with a replacement charger of the same model and submit an over-the-counter warranty claim (ZPTC Transaction Type) for reimbursement. Subsequent replacements under the warranty will receive the balance of the original warranty period but not less than 12 months.

Chargers replaced under warranty should be retained in accordance with currently published warranty parts handling procedures and retention policies.

GM will be requesting initial failed chargers be returned to the Warranty Parts Center for root cause analysis. Dealers will receive a return request upon claim payment. Refer to the latest version of Service Bulletin 99-00-89-019 (Global Warranty Management (GWM) Warranty Parts Center (WPC) Parts Return Program Information) for further details on the part return process and eligible administrative allowance.

Parts Information

Description	Part Number	Qty
Level 2 Stationary Plug in Charger 11KW	84922762	1
Level 2 Stationary Hardwired Charger 19.2KW	84984975	1

Note: The part numbers listed above were current at time of publication. Refer to the electronic parts catalog for part supersession information.

Warranty Transaction Information

Important: Level 2 stationary chargers are considered an over-the-counter sale and do not include labor for installation, removal or reinstallation. Customers who may have purchased an extended service contract would need to follow the guidelines outlined in the contract.

Labor Operation	Description	Labor Time	Net Item	Transaction Type
0603088	Level 2 Charger Replacement	N/A	N/A	ZPTC

Version	1
Modified	Released October 28, 2022

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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