

Scheduling Core Return Pickup

LabelMaster's Ultium EV Battery Portal provides a platform for ordering your Lithium Battery Replacements. This article provides the steps for Scheduling Core Return Pickups using the Ultium EV Battery Portal. (Article is subject to change.)

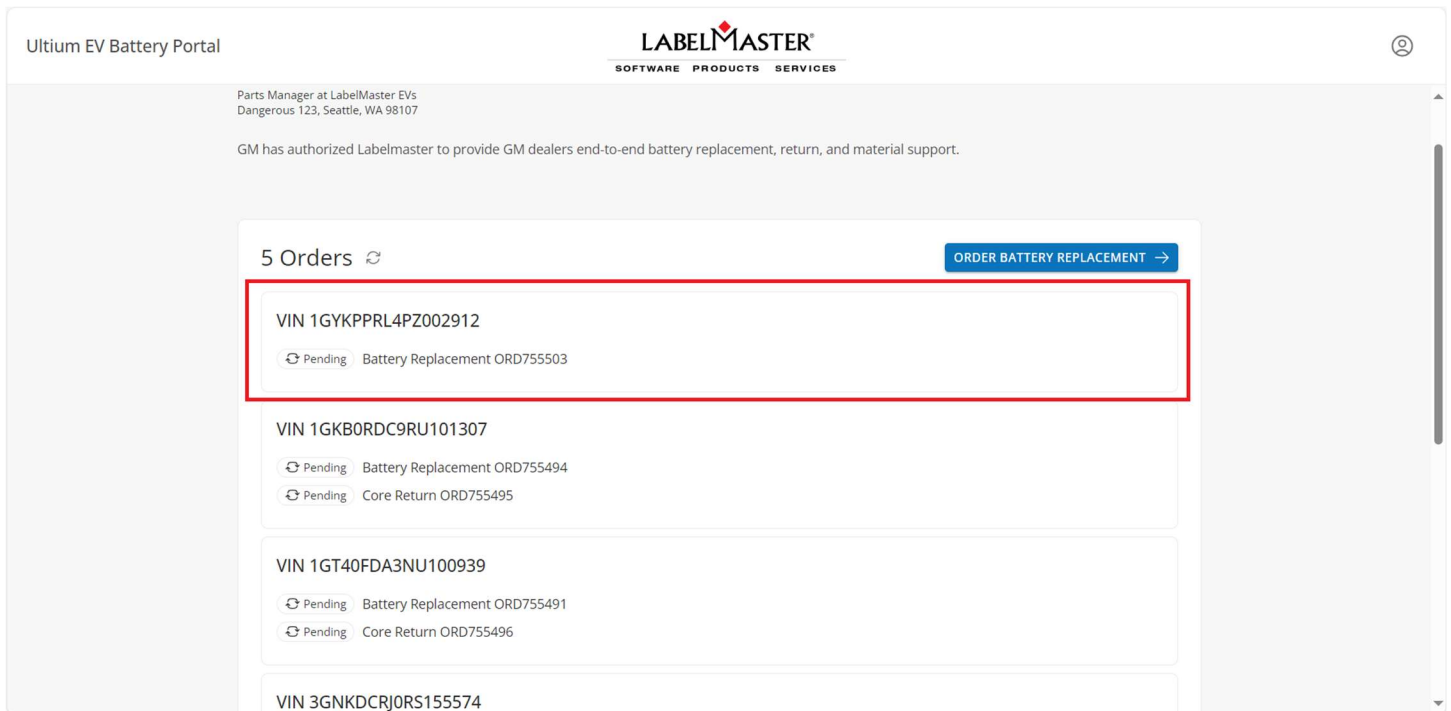
NOTE: Only old batteries removed from a vehicle qualify for Battery Core Returns.

- For unused, defective or undeliverable batteries, use the Cancel Order form to start the returns process.
- For damaged batteries, submit a Help Ticket request form to start the DDR process.

For more info on Cancel Orders and submitting a Help Ticket check out the following articles, [Cancelling Orders – GM Ultium \(zendesk.com\)](#), and [Get Help – GM Ultium \(zendesk.com\)](#)

Starting Your Core Return Pickup


To schedule a Core Battery Pickup, there are two options: Click "**Schedule Pickup**" if there is a VIN marked as high priority. If the VIN has no marked priority, you can access a "**Standard**" Core Return by clicking on a scheduled replacement battery order to start your Core Return.






Ultium EV Battery Portal



Parts Manager at LabelMaster EVs
Dangerous 123, Seattle, WA 98107

GM has authorized Labelmaster to provide GM dealers end-to-end battery replacement, return, and material support.

5 Orders  [ORDER BATTERY REPLACEMENT ->](#)

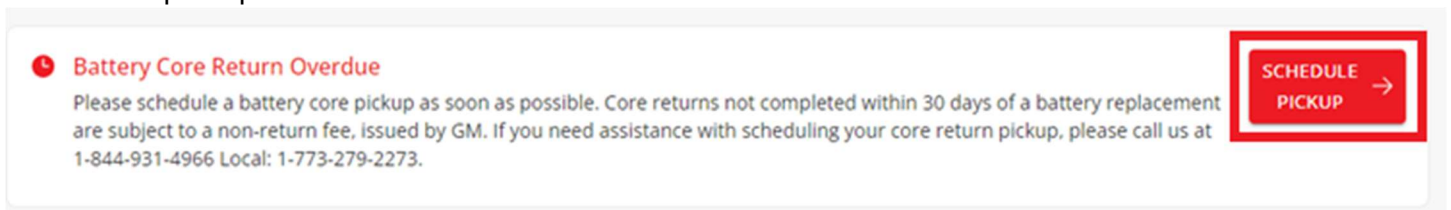
VIN 1GYKPPRL4PZ002912
 Pending Battery Replacement ORD755503


VIN 1GKB0RDC9RU101307
 Pending Battery Replacement ORD755494
 Pending Core Return ORD755495

VIN 1GT40FDA3NU100939
 Pending Battery Replacement ORD755491
 Pending Core Return ORD755496

VIN 3GNKDCRJ0RS155574

If the VIN has been marked as high priority, you will see a notification at the top of their order queue, indicated in orange or red. You can click "**Schedule Pickup**" for high priority Battery Core returns to schedule a pickup.



 **Battery Core Return Overdue**

Please schedule a battery core pickup as soon as possible. Core returns not completed within 30 days of a battery replacement are subject to a non-return fee, issued by GM. If you need assistance with scheduling your core return pickup, please call us at 1-844-931-4966 Local: 1-773-279-2273.

[SCHEDULE PICKUP ->](#)

Scheduling Core Return Pickup

Scheduling Your Core Return Pickup

After clicking on your replacement battery order, click on “**Battery Core Return**” to start your Core Return order.

Scheduling Core Return Pickup

[CLOSE](#)

VIN 1GYKPPRL4PZ002912

Orders

Battery Replacement
ORD755503

[GET HELP](#)

[REQUEST CANCEL](#)



[Pending](#) Updated Feb 27, 2024 2:35 PM by System

TAC Number	325346346365
Field Action Number	None
Order Type	Warranty
Vehicle	2023 Cadillac Lyriq AWD
Battery	EC6 - 12-MOD AWD (Part No. 24061749)
Equipment	Location has dock, forklift, forklift operator, hoist and trained EV technician
Delivery Date	Monday, May 20, 2024

[BATTERY CORE RETURN →](#)

[ORDER REPLACEMENT CRATE →](#)

[ORDER SHIPPING COMPONENTS →](#)

Work and Closure Instructions

[Packing/Closure Instructions for the BET/BEV3](#)

Scheduling Core Return Pickup

Next, you'll see an embedded window display, requesting the Dealer to acknowledge and check the following information (*When scheduling a High Priority Battery Core Pickup, the Requested Pickup Date will be automatically selected.*):

- Battery Serial Number (Acquired from battery that is being replaced.)
- Requested Pickup Date
- Equipment Verification – confirming that the Dealer has the personnel, equipment, and training to handle batteries.
 - Location has a dock
 - Location has a forklift available
 - Location has a certified forklift operator
 - Battery core is safe to ship.
 - NOTE: For more information, consult Bulletin #23-NA-151 or call TAC 1-877-446-822

 CLOSE

VIN 1GYKPPRL4PZ002912

Create Core Return Order



Only old batteries removed from a vehicle qualify for Battery Core Returns. For unused, defective or undeliverable batteries, use the Cancel Order form and for Damaged batteries, please submit a Help Ticket request form.

Battery Identification Number

Enter Battery ID# Here

Requested Pickup Date

03/30/2024



Equipment Confirmation

Confirm the equipment and personnel available at the pickup location.

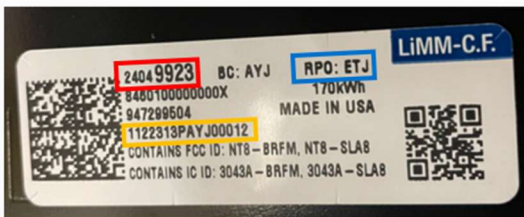
- Location has dock
- Location has forklift
- Location has forklift operator
- Battery core is safe to ship

For more information, consult Bulletin #23-NA-151, or call TAC 1-877-446-8227.

Scheduling Core Return Pickup

Screenshot examples of where to find Battery Identification Number.

Ultium BIN Label Breakdown



LABEL SHALL BE IN ACCORDANCE TO GMW15862 AND POPULATED WITH THE FOLLOWING INFORMATION IN THE AREA PROVIDED:

A- TRACEABILITY BAR CODE - DATA MATRIX IN SQUARE OR RECTANGULAR SHAPE. ENCODATION SHALL INCLUDE MODULE PN (B), VPPS (D), DUNS (E), TRACEABILITY INFO (G) AND MAC ADDRESS (I). QUIET ZONE SHALL COMPLY WITH SECTION 3.4.2 FOR DATA MATRIX AND QR CODE QUIET ZONES.

B- BATTERY PACK / SECTION / MODULE PART NUMBERS

C- BOM VARIANT CODE OR BATTERY PACK PRO

D- GM ASSIGNED VPPS COMPRESSED CODE

E- DUNS NUMBER aka RESS Serial Number

F- CAPACITY IN KWH / MHR

G- TRACEABILITY INFORMATION

H- QR CODE-DATA MATRIX IN SQUARE OR RECTANGULAR SHAPE. QR CODE TO MEET GB/T 34014 (LATEST EDITION AND/OR AMENDMENTS). MINIMUM SIZE SHALL BE 10x10 MM. QUIET ZONE SHALL COMPLY WITH SECTION 3.4.2 FOR DATA MATRIX AND QR CODE QUIET ZONES.

I- MAC ADDRESS - REQUIRED IN BOTH HUMAN READABLE AND ENCODED IN TRACEABILITY MATRIX.

J- COUNTRY OF ORIGIN - SELECT FROM FOLLOWING OPTIONS:

- 1) MADE IN USA
- 2) MADE IN MEXICO
- 3) MADE IN CANADA

Lyriq Ultium BIN Label Location

BIN label is on the front of the RESS Tray as shown (below).



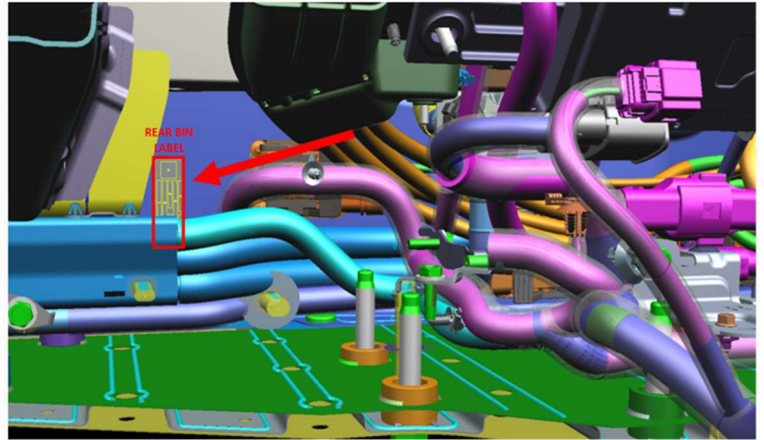
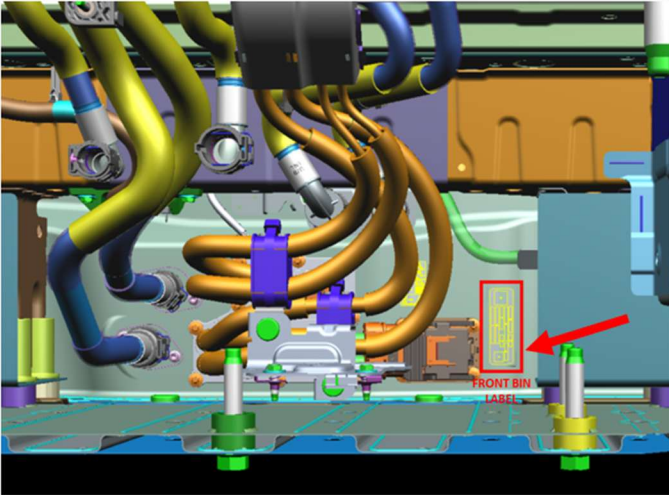
In vehicle it's right behind the front cradle. Need to remove the front aero panel to see the label.



Scheduling Core Return Pickup

Hummer/Silverado Ultium BIN Label Location

Label location in vehicle (FRONT)



Label location in vehicle (REAR)

Once all required information has been entered, clicking the “**Submit**” button at the bottom will return an order creation success message. Dealers will receive automated email notifications as well as in-app notifications as their orders are processed and shipped. Dealers should be on the lookout for these communications for scheduling details, potential escalations and completed orders.

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 CLOSE

VIN 1GYKPPRL4PZ002912

Enter Battery ID# Here

Requested Pickup Date

03/30/2024

Equipment Confirmation

Confirm the equipment and personnel available at the pickup location.

- Location has dock
- Location has forklift
- Location has forklift operator
- Battery core is safe to ship

For more information, consult Bulletin #23-NA-151, or call TAC 1-877-446-8227.

Order Created!

Your core return order was successfully created.

CLOSE