

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6201
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 1, 2022

Subject: N222360900 - Customer Satisfaction Program
Extract Mode Upgrade; Chassis Position Sensor Correction

Models: 2022 GMC Hummer EV

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222360900 today. The total number of U.S. vehicles involved is 213. Please see the attached bulletin for details.

Customer Letter Mailing

Customers will be notified via email and follow up with a letter to the customer if necessary.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated July 1, 2022. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N222360900 Extract Mode Upgrade; Chassis Position Sensor Correction



Release Date: July 2022

Revision: 00

Attention: This field action must only be completed by GMC EV certified dealers and repairs must be performed by a technician who has successfully completed the required training.
This program is in effect until July 31, 2024.

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Hummer EV	2022	2022		

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.

Condition	This bulletin contains the service procedure to enable Extract Mode on certain 2022 model year GMC Hummer EV vehicles. This service procedure also corrects a potential calibration error that can cause a Service Leveling System message to erroneously appear on the DIC (Driver Information Center) during certain driving maneuvers.
Correction	Dealers are to replace the position sensors and reprogram sequential programming.

Parts

Quantity	Part Name	Part No.
1	SENSOR ASM-FRT SUSP AUTO FWD LIGHTING POSN	87838833
1	SENSOR ASM-FRT SUSP AUTO FWD LIGHTING POSN	87838834
1	SENSOR ASM-RR SUSP 2 OR 4 CORNER AIR LVLG POSN	87838835
1	SENSOR ASM-RR SUSP 2 OR 4 CORNER AIR LVLG POSN	87838836

It is estimated that only 213 involved vehicles will require parts replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106308	Front Suspension 4 Corner Leveling System Position Sensors and Rear Suspension 2 or 4 Corner Air Leveling Position Sensors Replacement (includes GDS2 relearn), and Reprogram Sequential Programming	1.8	ZFAT	N/A

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

- 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.

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:

- Open TLC on the computer used to program the vehicle.
- Select and start SPS2.
- Select Settings.
- 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.

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Service Procedure

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

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 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.

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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Techline Connect
Version: 1.8.0.2 Production

1GNSKGM... 2021 • Chevrolet • Suburban - 4WD

Connect Vehicle

DASHBOARD GDS2 SI SPS2 Support RPO Search Service Manu

SPS2

Welcome to Service Programming System 2

VIN: 1GNSKGM... ①

Model: Suburban - 4WD
Type: -
Make: Chevrolet
Year: 2021
Job Card:

Diagnostic Tool Ready!
J2534

Selected Programming Process: Reprogram

Auto Detect New Vehicle Manually Enter Vehicle Auto Detect Tool

Java Version: 1.8.0_92 SPS2 Version: 2.8.5.5060 Windows Version: Windows 10

Print Settings

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

Warning

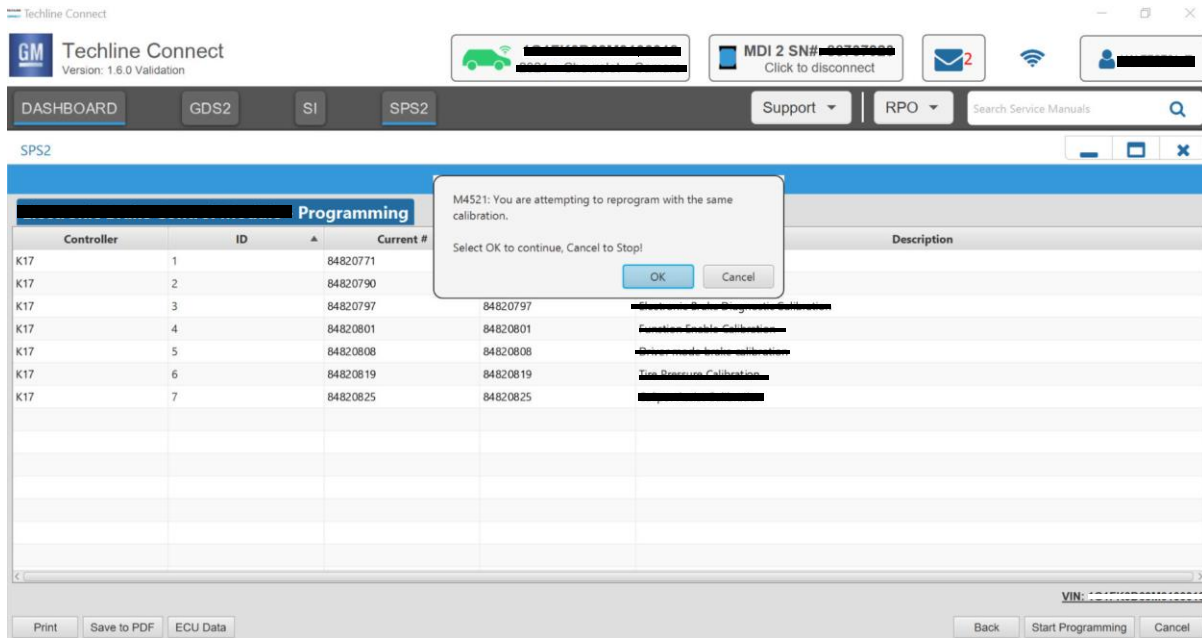
⚠ WARNING: You have selected a VIN different from the VIN read from the vehicle. Proceeding could lead to damaging the vehicle and/or safety concerns. Do you wish to proceed?

Yes Cancel

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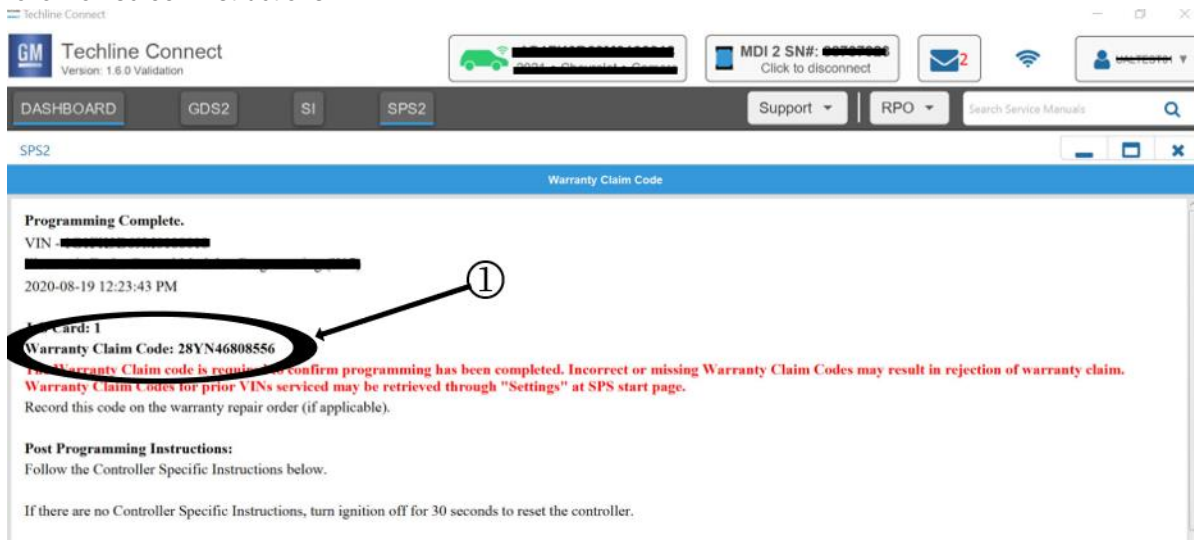


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Important: Techline Connect screens shown above.

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. Replace both front suspension 4 corner leveling system position sensors. Refer to *Front Suspension 4 Corner Leveling System Position Sensor Replacement* in SI.
2. Replace both rear suspension 2 or 4 corner air leveling position sensors. Refer to *Rear Suspension 2 or 4 Corner Air Leveling Position Sensor Replacement* in SI.
3. Reprogram the sequential multiple modules. Select “ZFA Field Action Multimodule Coordination Sequence” and follow on screen instructions.



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Note: The screenshot above is 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.

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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.

4. 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.

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, through July 31, 2024. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through July 31, 2024, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports. 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.

Courtesy Transportation

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

General Motors will notify customers of this program on their vehicle via email (see example below) and follow up with a letter to the customer if necessary.



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GMC

Visit or call [Hometown Motors of Hometown today.](#)



**TAKE ADVENTURE
TO THE NEXT LEVEL**

Preproduction vehicle shown throughout. Actual production model may vary. Edition 1 Pickup limited availability by waitlist. Additional GMC HUMMER EV models available Fall 2022.

Jillian,

Thank you for being one of the first GMC HUMMER EV Edition 1 Pickup owners. Your supertruck is enabled with many revolutionary features — and it just keeps getting better.

Extract Mode,¹ the exciting new feature that allows your supertruck to raise nearly six inches from normal ride height, is now available. This is designed to help your HUMMER EV Pickup overcome even more obstacles while off-roading.

As one of our early HUMMER EV Pickup owners, we'd like you to be one of the first to experience Extract Mode. To

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activate this new feature, a complimentary² vehicle software update and the installation of ride height sensors is required at your dealership.

Schedule your appointment through our Concierge Service or by contacting your dealership directly. Dealerships will be equipped with necessary parts for the software update beginning July 1.

[MORE ABOUT EXTRACT MODE](#)

Contact the GMC HUMMER EV Concierge at
833-HUMMER-EV.

Hometown Motors of Hometown

(123) 456-7890

[VISIT US ONLINE](#)

1. Limited to low speeds. Read the vehicle Owner's Manual for important feature limitations and information.

2. Service visit covered by warranty until 6/30/2024.

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