

Subject: Engineering Information - Power Tonneau Cover is Inoperable

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
GMC	HUMMER EV	2022	2023	—	—	—	—

Involved Region or Country	U.S. Dealers ONLY
Additional Options (RPOs)	Equipped with ACCESSORY-TONNEAU - RR COMPT - RETRACTABLE (RPO 5KM)
Condition	Some customers may comment on the power tonneau cover being inoperable.
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

If you encounter a vehicle with the above concern, perform the following steps and contact one of the engineers listed below.

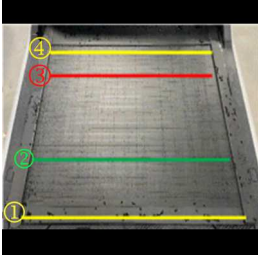
1. Was this an initial install issue or a after customer delivery installation issue?
 - 1.1. If this was an initial install, Refer to Doc ID 6152455 in SI for troubleshooting techniques to address this concern. If not move onto step 2.
 - 1.2. Refer to PIT5898 for shimming alignment as necessary.



2. Does the Tonneau ECU have version 2.0 firmware? As shown in the picture above.
3. Are you able to re-calibrate the tonneau cover? (Hold down 2 buttons for 10 seconds) Refer to Doc ID 6214953.
4. Does the tonneau cover operate/calibrate after pressing key-fob unlock twice?
5. Do the doors lock/unlock?
6. Does the tailgate lock/unlock?
7. Is the Vehicle Passive Door Lock feature disabled? Refer to Doc ID 5636553.
8. Has the 12 Volt battery been disconnected and/or dead recently?
9. Has there been any recent electrical repairs completed?
10. Is there power behind the tonneau cover fuse F16?

Important: DO NOT pull the fuse.

- 11. What is the Battery SOC of the vehicle?
- 12. Any DTC's set?
For steps 13 - 22 the customer feedback is required.
- 13. Was the vehicle **ON** or **OFF** when the Power Tonneau Cover became inoperable?
- 14. How long since the customer tried to operate the tonneau cover prior to failure?
- 15. What was the weather like when the customer first notice the tonneau cover being inoperable? (Raining, snowing, ice, etc.)
- 16. What time of day? (Morning/noon/night)



- 17. At what position did it fail at? 1, 2, 3 or 4, as shown in the picture above.
- 18. Was the customer able to calibrate the tonneau cover after failure occurred?
- 19. Was the tailgate down or up when it failed?
- 20. Did the tonneau cover pinch or hit anything?
- 21. Did tonneau cover move back and forth before stopping?
- 22. Did the tonneau cover light flash?

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
0588708*	Engineering Information - Power Tonneau Cover is Inoperable	0.6 Hrs.

*This is a unique Labor Operation for bulletin use only.

Version	1
Modified	Released February 10, 2023