

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6716
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 9, 2023

Subject: N222383860 - Service Update
Incorrect Material on 18 Inch Wheel Rivet

Models: 2022 – 2023 GMC HUMMER EV

To: Select General Motors Dealers

General Motors is releasing Service Update N222383860 today. The total number of U.S. vehicles involved is approximately 1,119. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated November 9, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N222383860 Incorrect Material on 18 Inch Wheel Rivets



Release Date: November 2023

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

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.

For Canadian Dealers: Only GMC Dealers who have signed the GMC Electric Models Agreement and have met all the GMC HUMMER EV-specific training, tools, and equipment requirements are eligible to complete the repair. Any Dealer unsure of their eligibility status should immediately review with their District Service Manager.

Make	Model	Model Year		RPO	Description
		From	To		
GMC	HUMMER EV	2022	2023		

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	Certain 2022 and 2023 model year HUMMER EV vehicles may have a condition where the decorative rivets on the wheels are fading.
Correction	Dealers are to replace the wheel rivets.

Parts

Quantity	Part Name	Part No.
1	Rivet Replacement Kit (Includes Rivets and Removal/Installation Tool)	86551684

Parts required to complete this field action are to be obtained from General Motors Customer Care and Aftersales (GMCCA).

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
9106920	Replace Wheel Rivets	1.0	ZFAT	N/A
	ADD: Replace Spare Tire Wheel Rivets If Equipped	0.3		

Service Procedure

Note: A rubber mallet or equivalent is required for this procedure to seat the wheel rivets.



6443192

Service Update

N22238386 Incorrect Material on 18 Inch Wheel Rivet



6443214

1. Using the special tool, center the tool over the rivet and slowly screw into the rivet.



6443235



6443257

2. Using both hands, pull the rivet straight out of the wheel.
3. Continue this process for the remaining wheels and rivets.
4. Clean the wheel where the rivets were removed.

Service Update

N22238386 Incorrect Material on 18 Inch Wheel Rivet



6443277

5. Manually insert the rivet into the wheel.



6443293

6. Center the tool over the rivet, while using a rubber mallet, strike the tool to seat the rivet into the wheel.
7. Continue this process for the remaining wheels and rivets.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action must be held and inspected/repared 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 Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

Dealer Reports – For USA & Export

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin 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 not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



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Certification