



# Service Bulletin

Bulletin No.: 22-NA-144

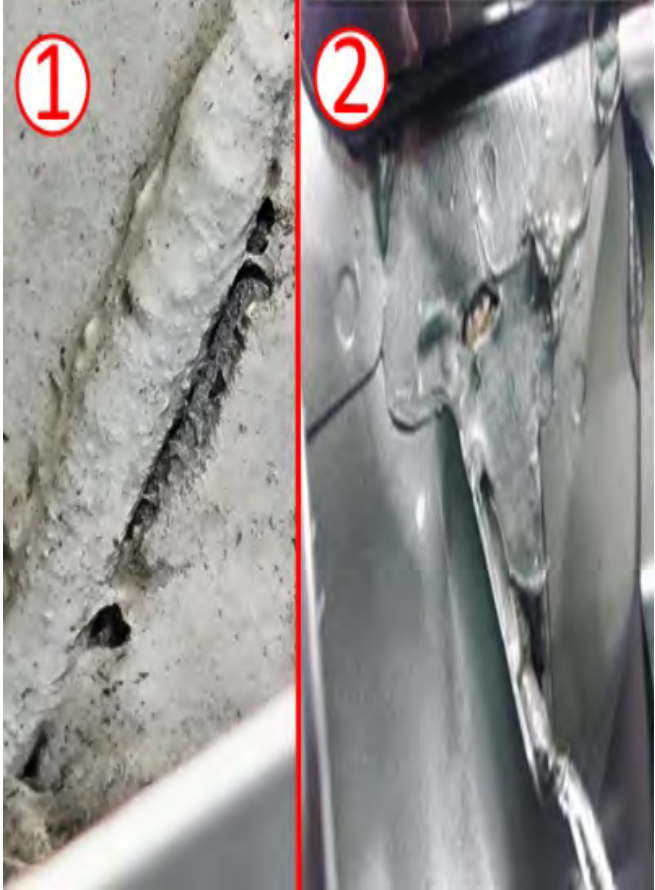
Date: March, 2024

## TECHNICAL

**Subject:** Service Door Latch, Power Windows, Door Locks and Outside Mirrors Inoperative, Unwanted Theft Alarm Activation, Random Messages Displayed on Driver Information Center (DIC)

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
GMC	HUMMER EV	2022	2024				

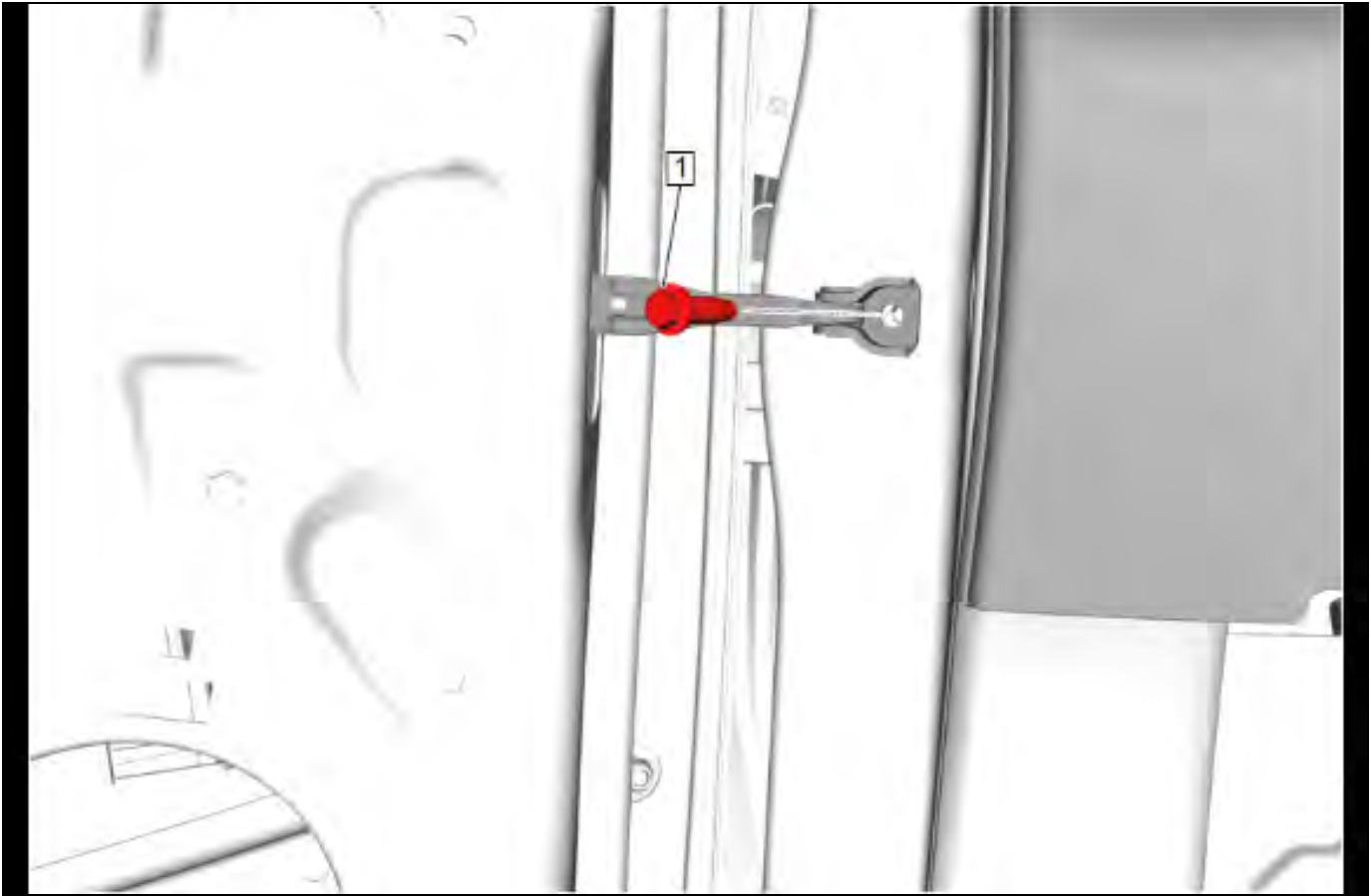
Involved Region or Country	North America
Condition	<p>Some customers may comment on various Inoperative component issues resulting from pushing any of the buttons on the driver's or passenger front door switch bank:</p> <ul style="list-style-type: none"><li>• Power windows</li><li>• Door locks</li><li>• Outside mirror control</li></ul> <p>Some customers may also report unwanted activation of the theft alarm system, or random messages on the DIC such as "service door latch."</p>

<p>Cause</p>	 <p style="text-align: right;">6103692</p> <p><b>Note:</b> The image above depicts a close-up of a failed seal below the driver side (1) and passenger side (2) windshield area.</p> <p>This condition may be caused by the driver’s front door X500 in-line electrical connector and/or the passenger front door X600 in-line electrical connector, that may have corroded terminals due to a water leak entering inside the upper A-pillar through the panels not sealed properly.</p>
<p>Correction</p>	<p>Open the X500 and X600 to inspect for corroded terminals. Perform a water leak test on suspected sheet metal area, reseal, and re-test for leaks.</p> <p>Repair and/or replace the X500 and/or X600 terminals as required.</p>

**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.

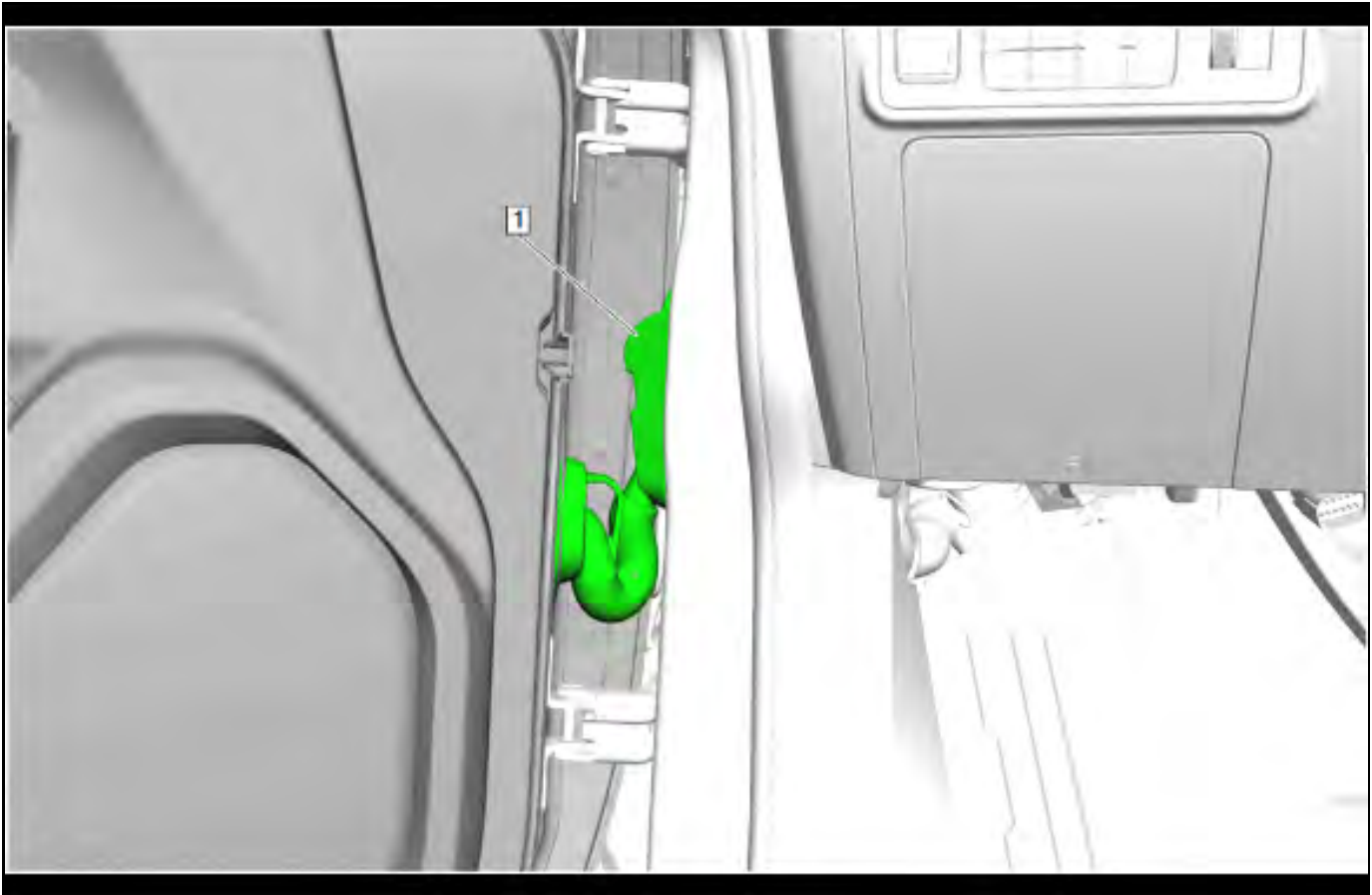
## Service Procedure

1. Open the driver or passenger side door.



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2. Remove the bolt (1) that secures the doors check strap to the A-pillar.



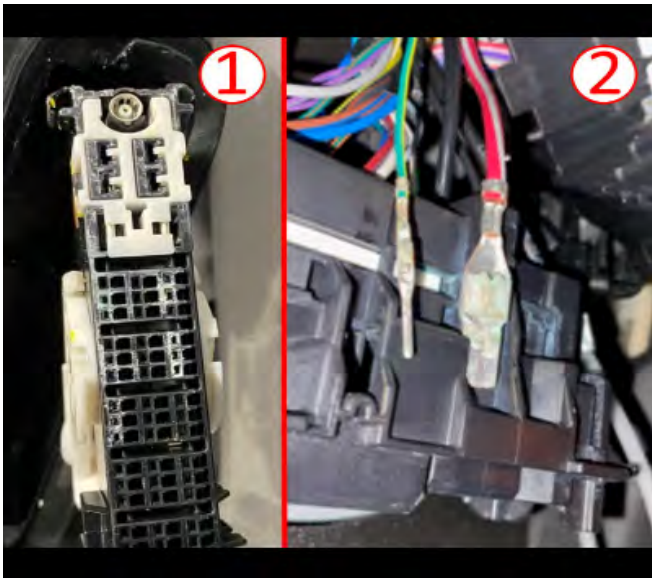
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3. Remove the X500 or X600 connector cover (1).
4. Disconnect the electrical connector.
5. Inspect the door side connector terminals for corrosion.



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6. Utilizing a mirror or equivalent, inspect the A-pillar side connector terminals for corrosion.



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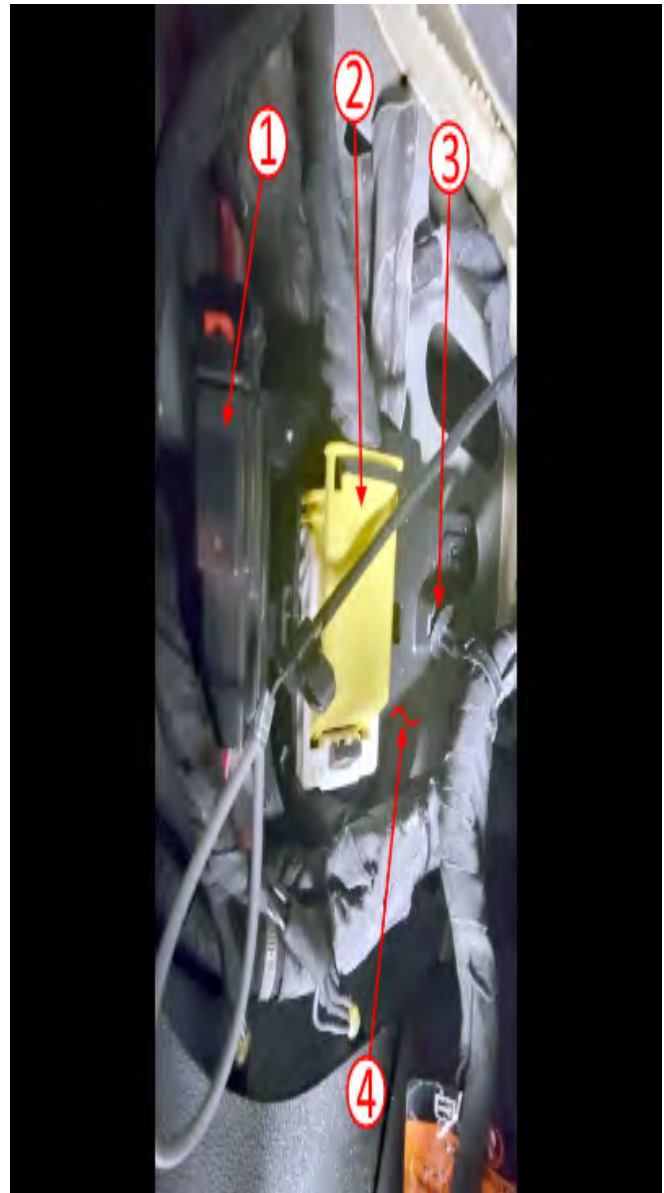
**Note:** The graphics above are an example of what the corrosion may look like in the X500 connectors, X600 similar.

- If corrosion is found at the door side connector (1) or the instrument side connector (2), continue to step 7.
- If corrosion is not found on the connectors, refer to step 14.

7. Remove the driver or passenger side door. Refer to *Front Side Door Replacement* in the Service Manual.

**Note:** Clean the terminals if at all possible. Only replace the terminals if corrosion has entered the wire.

8. Clean or repair the terminals that **only** require attention. Refer to *Connector Repairs* in the Service Manual.



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9. From inside the vehicle, separate the instrument panel side wiring harness (3) from the A-pillar panel (4).
10. Disconnect the instrument panel side electrical connector (2).
11. Disconnect the electrical connector (1).
12. Remove the A-pillar side X500 or X600 electrical connector.
13. Clean or repair the terminals that **only** require attention. Refer to *Connector Repairs* in the Service Manual.
14. Remove the air inlet grille panel. Refer to *Air Inlet Grille Panel Replacement* in the Service Manual.



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15. Locate the seams where the A-pillar merge to the plenum panel and inner fender as indicated in the graphic above.



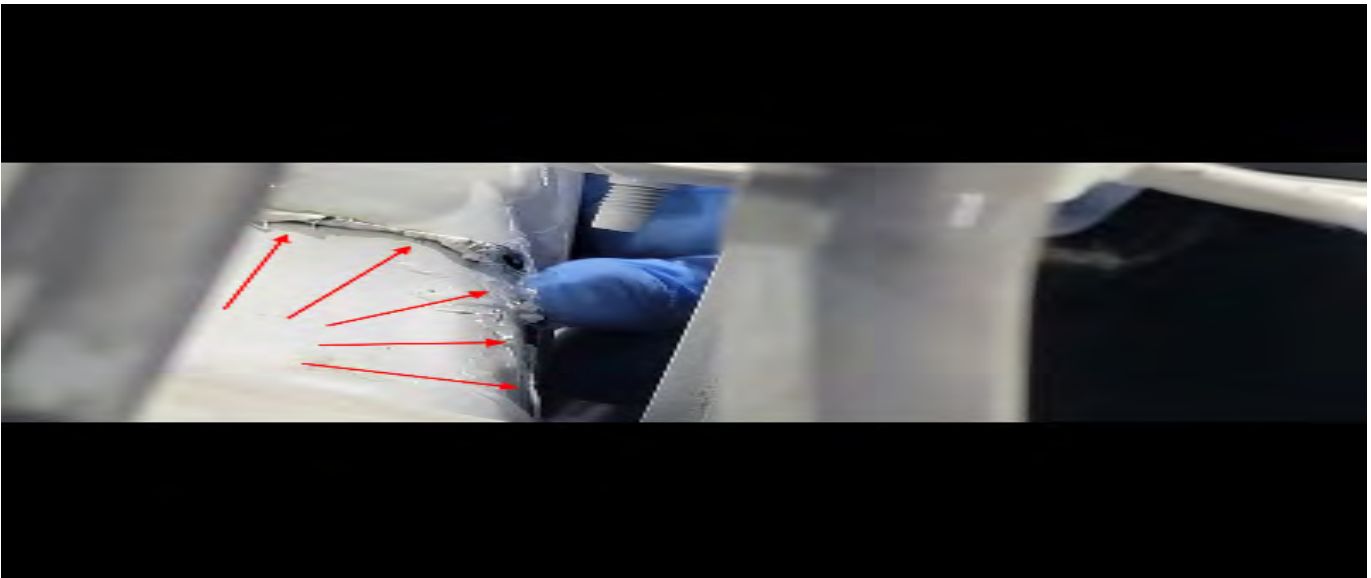
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16. Wipe the surfaces with Kent Acrysol, P20005, or equivalent, to remove any residual sealer or urethane.



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17. Apply a liberal amount of Kent® Quick Seal MSP Seam Sealer, or equivalent, to **All** the seams.



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18. Apply a liberal amount of sealer to the seams at the A-pillar.
19. Water test area to ensure the leak has been fixed.



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20. Repeat the process for the passenger side panels.
21. Install the air inlet grille panel. Refer to *Air Inlet Grille Panel Replacement* in the Service Manual.
22. Install the driver side door. Refer to *Front Side Door Replacement* in the Service Manual.

### Parts Information

Causal Part	Description	Part Number	Material Allowance	Qty
N/A	Kent® Quick Seal MSP Seam Sealer Kit	P10200	\$12.50 USD \$16.46 in Canada	1
N/A	ACDelco Dielectric Lubricant*	12377900 (U.S.) 10953529 (Canada)	—	1

## Warranty Information

**Note:** Only select the labor operation that coincides with the repair performed.

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
1481658*	X500 Terminal Testing/Inspection and Dielectric Lubricant Application and A-pillar Seal	1.5 hr
Add	X600 Terminal Testing/Inspection and Dielectric Lubricant Application and A-pillar Seal	1.5 hr
Add	Drivers Side Door Removal and Install	1.2 hr
Add	Passenger Side Door Removal and Install	1.2 hr
Add	X500 Terminal Cleaning and Repair**	0.5 hr
Add	X600 Terminal Cleaning and Repair**	0.5 hr

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

\*\*For additional repairs, use the labor operation associated with this bulletin. All parts and labor associated should be claimed on the same transaction, using OLH as necessary to cover the labor for repair/replacement of the subsequently damaged part(s).

<b>Version</b>	4
<b>Modified</b>	Released July 19, 2022 Revised August 19, 2022 – Updated the VIN Breakpoint Information. Revised December 15, 2022 - Add Passenger Door Information and X600 Information to Cause, Correction, Service Procedure, and Parts Information sections. Revised March 01, 2024 - Add 2023 and 2024 Model Year, Added Passenger and X600 to Service Procedure section.

