

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6861  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 18, 2024

Subject: N242435430 - Customer Satisfaction Program  
Multiple Module Reprogramming

Models: 2024 Chevrolet Silverado EV

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N242435430 today.

**What Should Dealers Do:** Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin and it will also be displayed in Service Information tomorrow.

The Stock VIN list of vehicles in dealer inventory is attached to this message. Note: this list is only accurate at the time of report creation and all VINs should be validated in IVH prior to repair.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

## N242435430 Multiple Module Reprogramming



Release Date: April 2024

Revision: 00

**Attention:** All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

For EV Involved Vehicles: The repairs outlined in this bulletin must only be completed at an authorized EV dealer and repairs must be performed by a technician who has successfully completed the applicable technical training required to perform this repair.

**This program is in effect until May 31, 2026.**

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado EV	2024	2024		

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.

<b>Condition</b>	Certain 2024 model year Chevrolet Silverado EV vehicles may require software updates for continuous improvement.
<b>Correction</b>	Dealers will perform a comprehensive software update.

### Parts

No parts are required for this repair.

**Important: If a module requires updating, utilize the following labor operations and time for claim payment. Only modules requiring an update should be claimed.**

**Note:** Only the **Drive Motor Control Module** SPS Warranty Claim Code is required on the job card for the warranty transaction submission (per the procedure below) all other module updates will be automatically tracked by the TLC system to verify all the appropriate modules have been properly updated.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107175*	K107 Drive Motor Control Module Reprogramming with SPS	0.3	ZFAT	N/A
	<b>ADD:</b>			
	<b>BCM and Serial Data Gateway Module MAY already be updated to the latest calibrations. Use this ADD condition if this occurs</b>	0.2		
	A11 Radio Reprogramming with USB and SPS	1.0		
	K9 Body Control Module Reprogramming with SPS	0.5		
	K56 Serial Data Gateway Module Reprogramming with SPS	0.4		
	K73 Telematic Control Module	0.3		
	B174W Front View Camera Reprogramming with SPS (Includes relearn)	0.5		
	K16 Battery Energy Control Module Reprogramming with SPS	0.3		
	K160 Brake System Control Module Reprogramming with SPS	0.3		
	K219 Lighting Control Module Reprogramming with SPS	0.3		
	K36 Restraints Control Module Reprogramming with SPS	0.3		
	K43 Power Steering Control Module Reprogramming with SPS	0.3		
	B218L Side Obstacle Detection Control Module	0.3		
	B233B Forward Range Radar Sensor - Long Range Reprogramming with SPS	0.3		
	B233 Short Range Radar Sensor Reprogramming with SPS	0.3		
	K241 Powertrain Compartment Cover Module Reprogramming with SPS	0.3		
	K157 Video Processing Control Module Reprogramming with SPS	1.7		

# Customer Satisfaction Program

## N242435430 Multiple Module Reprogramming



**Important: If a module requires updating, utilize the following labor operations and time for claim payment. Only modules requiring an update should be claimed.**

**Note:** Only the **Drive Motor Control Module** SPS Warranty Claim Code is required on the job card for the warranty transaction submission (per the procedure below) all other module updates will be automatically tracked by the TLC system to verify all the appropriate modules have been properly updated.

**Note:** To avoid having to “H” route the floor plan transaction for wholesale approval, it must be submitted prior to the repair transaction.

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

Labour Time [Top]

Labour Operation Code:

Additional labour op code information:

SPS Warranty Claim Code:

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- The Warranty Claim Code from the programming event must be accurately entered in the “Warranty Claim Code” field of the transaction.

### Warranty Claim Code Information Retrieval

VIN	Module	Function	Warranty Claim Code	Job Card
[REDACTED]	K73 - Telematics Communication Interface Control Module	Programming & Service Activation	[REDACTED]	test
[REDACTED]	K9 - Body Control Module	Programming	[REDACTED]	test
[REDACTED]	K5 - Automatic Level Control Module Ignition	Off	[REDACTED]	test driver
[REDACTED]	K56 - Serial Data Gateway Module	Programming	[REDACTED]	test driver

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If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. Select the Warranty Claim Code tab (2).

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.

# Customer Satisfaction Program

## N242435430 Multiple Module Reprogramming



### 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](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12 V 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.
- Please verify that the radio time and date are set correctly before inserting USB drive into vehicle for programming, otherwise an error will result.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

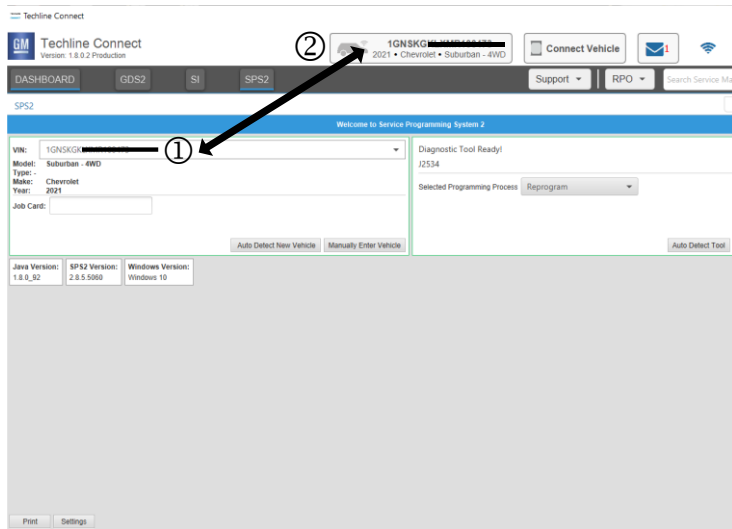
**Important:** The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- 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.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.

**Caution:** Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.

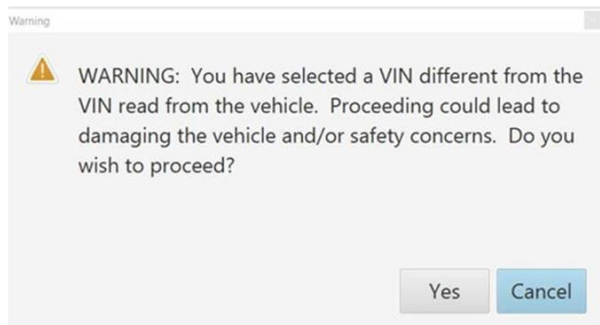
# Customer Satisfaction Program

## N242435430 Multiple Module Reprogramming

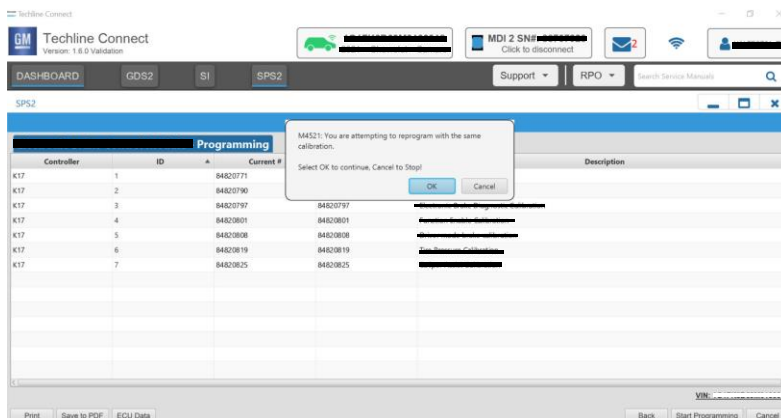


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**Important:** If the vehicle VIN DOES NOT match, the message below will be shown.



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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.

**Important:** Drive Motor Control Module **MUST** be the first module programmed. After completion, Radio USB and SPS programming **MUST** be the second module programmed. Then, continue reprogramming all equipped modules shown in the "Select Controller" section of SPS2 in Techline Connect.

**Important:** Using a USB wired connection between PC and MDI2 for the following procedure is highly recommended. This is recommended due to the large file sizes being transferred between the PC and MDI2.

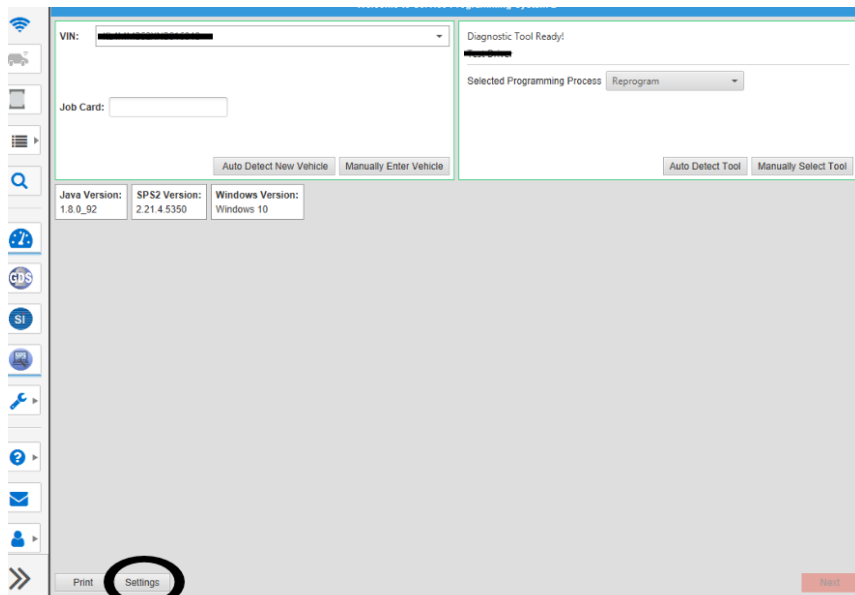
**Important:** Clearing the SPS Cache before programming will help with potential errors that may occur.

# Customer Satisfaction Program

## N242435430 Multiple Module Reprogramming

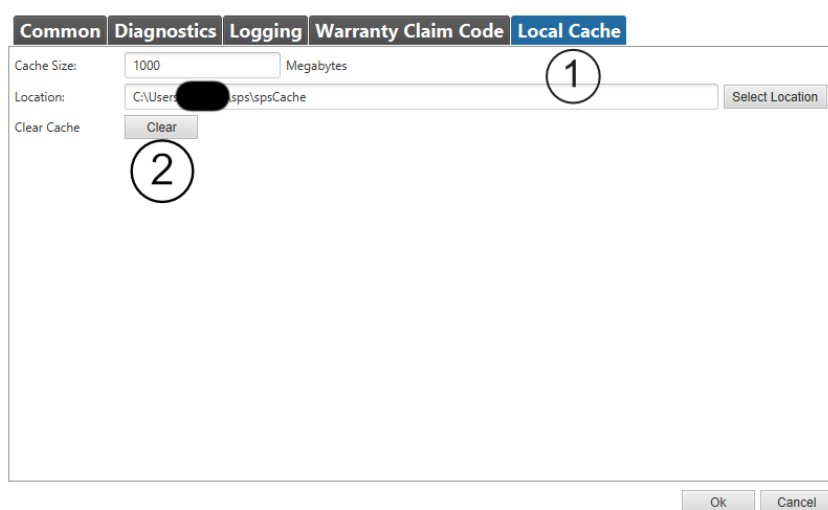


1. Launch SPS.



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2. Select "Settings".



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3. Select "Local Cache" (1) tab.
4. Select "Clear" tab (2) and then "OK".
5. Reprogram the drive motor control module. Refer to *K107 Drive Motor Control Module: Programming and Setup* in SI.
6. Reprogram the serial data gateway module. Refer to *K56 Serial Data Gateway Module: Programming and Setup* in SI.
7. Reprogram the body control module. Refer to *K9 Body Control Module: Programming and Setup* in SI.

### Radio USB and SPS Programming Procedure

**Important: YOU MUST follow the bullet points below:**

- Use a USB C type flash drive for the vehicle, it is not recommended to use an adapter as this may cause the programming event to fail.
- USB 3.0 & above with FAT32 format.
- Minimum size 16GB, maximum size 32GB.

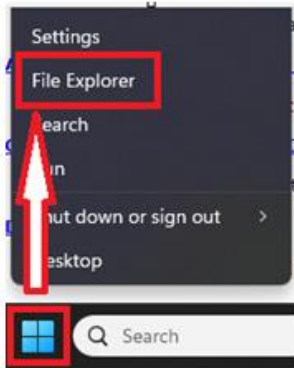
# Customer Satisfaction Program

## N242435430 Multiple Module Reprogramming



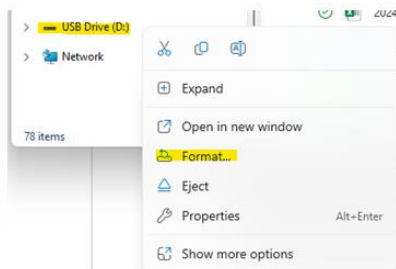
**Important: USB flash drive MUST BE FORMATTED with Windows prior to programming.**

1. Connect a USB drive to the computer.
2. Perform a Quick Format on the USB drive to FAT32.

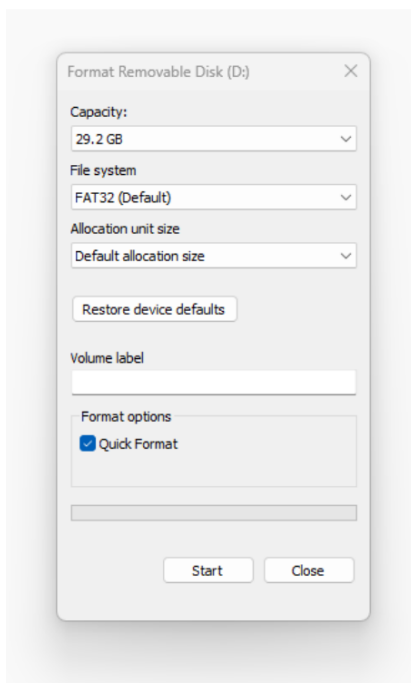


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2.1. Right Click windows logo and select File Explorer.



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2.2. Right click on the USB drive in File Explorer and select format.

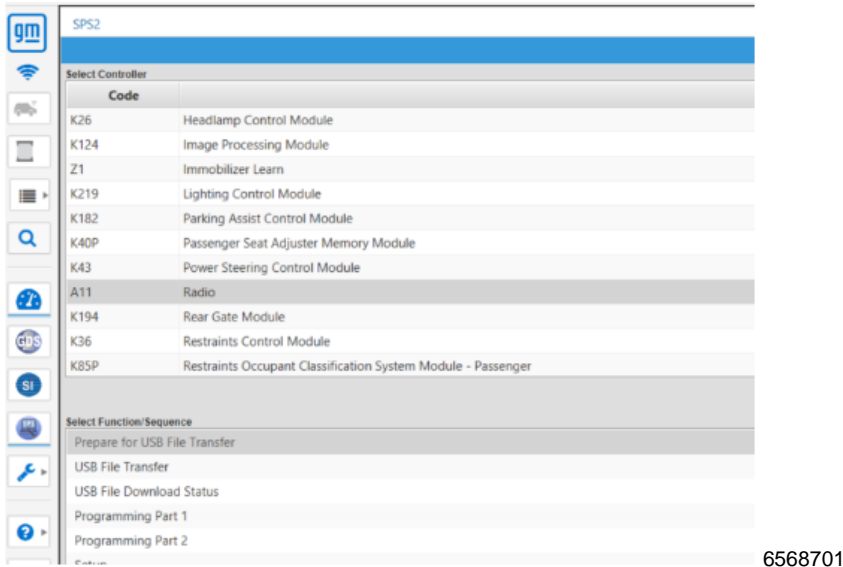
3. Access the Service Programming System (SPS) and follow the on-screen instructions.

# Customer Satisfaction Program

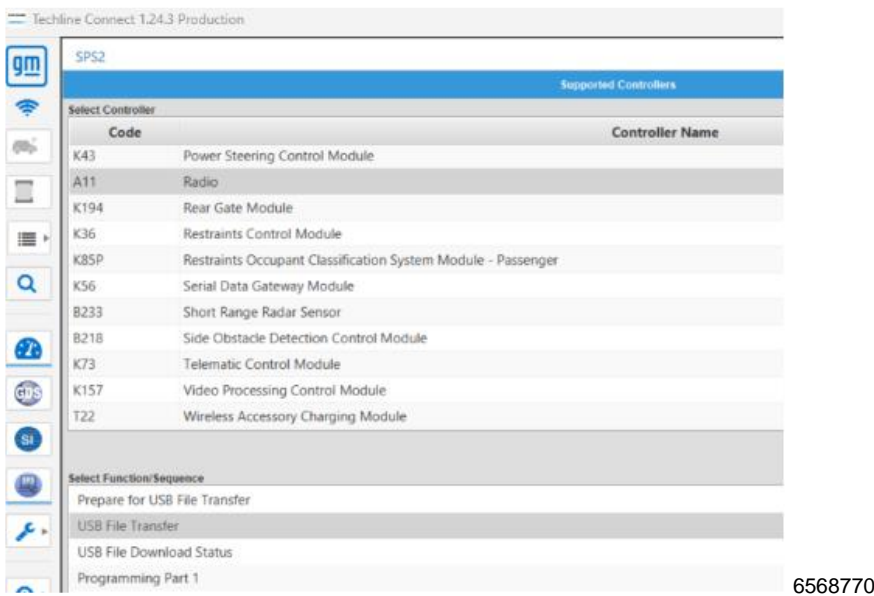
## N242435430 Multiple Module Reprogramming



**Important:** It is critical to perform the USB update first before SPS programming. Performing this out of sequence will result in the radio not programming properly and may cause damage to the radio beyond recovery.



4. On the SPS Supported Controllers screen, select A11 Radio – Prepare for USB File transfer.



5. On the SPS Supported Controllers screen, select A11 Radio – USB File Transfer.
6. Upon completion of the file transfer, properly eject the USB drive from the computer.
7. Ignition ON, infotainment system ON.

**Note:** For instructions on passive power mode, refer to *Power Mode Description and Operation* in SI.

8. Connect the USB drive to the USB port in the vehicle.

**Note:** The radio may go black and restart multiple times during the update, please do not shut the vehicle off if this happens, this is a normal part of the programming process.

# Customer Satisfaction Program

## N242435430 Multiple Module Reprogramming



Select Controller	
Code	Controller Name
K182	Parking Assist Control Module
K40P	Passenger Seat Adjuster Memory Module
K43	Power Steering Control Module
A11	Radio
K194	Rear Gate Module
K36	Restraints Control Module
K85P	Restraints Occupant Classification System Module - Passenger
K56	Serial Data Gateway Module
B233	Short Range Radar Sensor
K73	Telematic Control Module
K183	UHF Short Range Low Energy Remote Control Access Transceiver
T22	Wireless Accessory Charging Module

Select Function/Sequence
Prepare for USB File Transfer
USB File Transfer
USB File Download Status
Programming Part 1
Programming Part 2

Select Programming Type
Normal
VCI

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**Note:** If the radio screen is blank (or goes blank) and is unable to display the status of the USB update, there is a selection in SPS under Radio "Function/Sequence" labeled "USB File Download Status". This will display a download status bar on your PC in SPS to monitor USB progress.

- The infotainment system will recognize that update files are available. Follow the infotainment display on-screen instructions and select Update when prompted. Programming may take up to 30 minutes.
- If an unsuccessful programming event occurs, refer to “**Unsuccessful Programming**” at the end of this service procedure.

**Note:** Once the update is initiated, there is no need to monitor the progress.

**Note:** If no instructions immediately appear on the infotainment display, select the following menu options:

- Home
- Settings
- System
- Updates

- Upon completion of programming, remove the USB drive.

**Note:** If you receive an Update Failed screen, remove the USB, turn the vehicle OFF, and return to step 8. The update should continue where it stopped.

**Note:** The radio may display “Recovery Mode. Please Calibrate Device.”

- Restart Techline Connect.
- Access the Service Programming System (SPS) and follow the on-screen instructions.
- On the SPS Supported Controllers screen, select A11 Radio – Programming Part 1 and then follow the on-screen instructions.

**Note:** During programming part 1 SPS will tell you that the programming event failed. This is due to a technical difficulty in SPS. Please proceed to programming part 2.

**Note:** Programming Part 1 will reboot the radio and automatically turn the vehicle OFF.

- On the SPS Supported Controllers screen, select A11 Radio – Programming Part 2 and then follow the on-screen instructions.

**Note:** Programming Part 2 will automatically turn the vehicle OFF.

# Customer Satisfaction Program

## N242435430 Multiple Module Reprogramming



16. Compare the Build number displayed in SPS with the Build number displayed on the radio screen, select the following menu options.
  - Home
  - Settings
  - System
  - About
  - Build Number
17. If the Build numbers match, proceed to the next step. If the Build numbers do not match, return to step 2 to continue updating the radio until the Build numbers match.
18. Clear DTCs.
19. Ignition OFF, Retained Accessory Power (RAP) OFF, remove the key fob from range of the vehicle, and let the vehicle sit for five minutes. Retest system operation to verify the repair.

Reprogram all the available modules in Techline Connect. Not all vehicles will be equipped with all of the modules listed below.

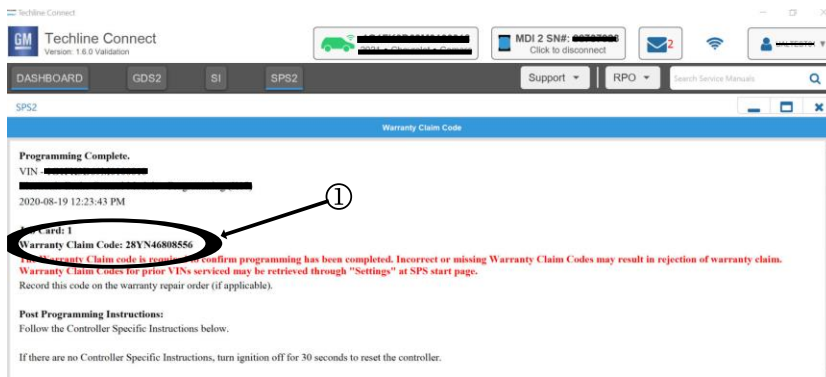
Use the table below as a “Check List” to mark modules as completed while programming.

K16 Battery Energy Control Module Reprogramming with SPS	K160 Brake System Control Module Reprogramming with SPS	K56 Serial Data Gateway Module Reprogramming with SPS
A11 Radio Reprogramming with USB and SPS	K219 Lighting Control Module Reprogramming with SPS	B233 Short Range Radar Sensor Reprogramming with SPS
K9 Body Control Module Reprogramming with SPS	K36 Restraints Control Module Reprogramming with SPS	K157 Video Processing Control Module Reprogramming with SPS
K73 Telematic Control Module	K43 Power Steering Control Module Reprogramming with SPS	K241 Powertrain Compartment Cover Module Reprogramming with SPS
B174W Front View Camera Reprogramming with SPS	B218L Side Obstacle Detection Control Module	
K107 Drive Motor Control Module Reprogramming with SPS	B233B Forward Range Radar Sensor - Long Range Reprogramming with SPS	

1. Restart Techline Connect.
2. Reprogram all equipped modules shown in the “Select Controller” section of SPS2 in Techline Connect. Refer to *Diagnostic Overview, Starting Point, and Programming* > *Programming and Setup* > *Repair Instructions* in SI for the applicable modules being reprogrammed.
3. If the front view camera module is reprogrammed, the front view camera module MUST be calibrated. Refer to *Front View Camera - Windshield Learn* in SI.

# Customer Satisfaction Program

## N242435430 Multiple Module Reprogramming



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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.

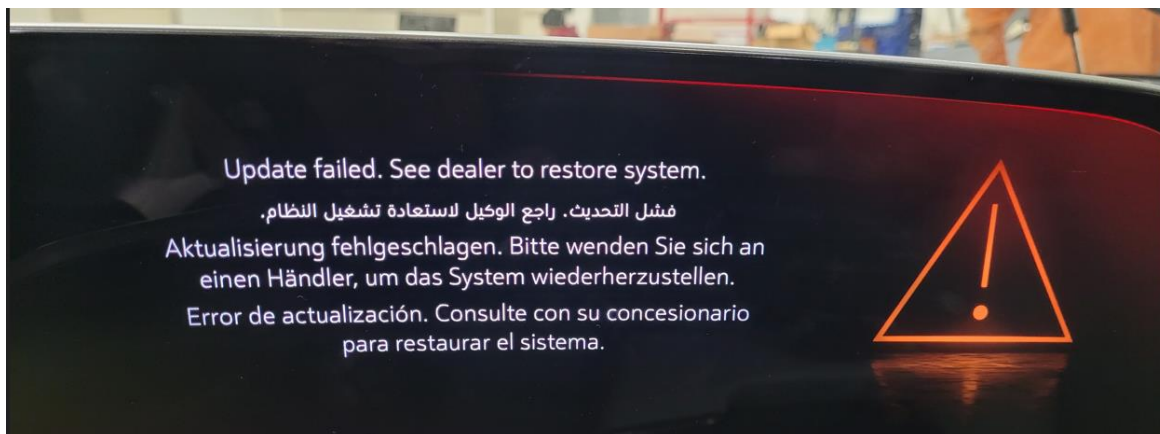
**Important:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

4. Clear DTC's.
5. Record **Drive Motor Control Module** SPS Warranty Claim Code on job card for warranty transaction submission.

**Note:** This module is the only Warranty Claim Code that is required to be submitted.

### If Unsuccessful Programming Occurs:

1. There is a chance for an error to be encountered during the USB update portion of the procedure right around 60% completed.
  - 1.1. This happens once the USB is in the vehicle and the progress bar can be seen on screen.
2. If the error occurs the screen will look similar to the screen below:



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3. In this case pull the USB from the vehicle and reformat again as shown in step 7 under service procedure.
4. Access the Service Programming System (SPS) and follow the on-screen instructions.
5. On the SPS Supported Controllers screen, select A11 Radio – USB Copy/USB File Transfer.
6. Upon completion of the file transfer, properly eject the USB drive from the computer.
7. Connect the USB drive to the USB port in the vehicle.
  - 7.1. If the screen fails to show a progress bar once reinserted, pull out and reinsert again.
8. These steps should allow the progress bar to restart and complete successfully.

# Customer Satisfaction Program

## N242435430 Multiple Module Reprogramming



9. If you require further assistance or would like verbal instructions in addition to this part of the service procedure please contact Techline Customer Support Center 1-800-828-6860 for English or 1-800-503-3222 for French (Canadian) for assistance.

### Dealer Responsibility

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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through May 31, 2026. 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 May 31, 2026, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. 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 – For USA & Canada

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

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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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.



**We Support  
Voluntary Technician  
Certification**

# Customer Satisfaction Program

## N242435430 Multiple Module Reprogramming



May 2024

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

Your Chevrolet Silverado EV is due for a software update that must be performed at the dealership. Our highest priority is ensuring that you have the best ownership experience possible.

**What We Will Do:** Your GM dealer will perform a comprehensive software update. This update will enable your vehicle to receive over-the-air software updates that will improve your ownership experience. It also includes performance enhancements to other vehicle systems and features including:

- Forward Collision Alerts, Rear Cross Traffic Alerts, Lane Keep Assist, Vehicle Parking Assistance, and Adaptive Cruise Control
- OnStar, Wi-Fi, and your vehicles navigation system

Once completed, your vehicle will have the most up-to-date technology available, including the latest infotainment features, performance enhancements, and more. This service will be performed for you at **no charge until May 31, 2026**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

If you need transportation while your vehicle is being serviced, inquire with your dealer about their courtesy vehicle and convenient pickup & delivery options.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Chevrolet Silverado EV	1-833-EVCHEVY (1-833-382-4389)	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

We truly appreciate you taking the time to update your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

N242435430