

GENERAL MOTORS
DCS6886
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 13, 2024

Subject: N242439340 - Customer Satisfaction Program
Front Electric Drive Units Did Not Pass Testing

Models: 2024 Chevrolet Silverado EV
2024 GMC HUMMER EV Pickup
2024 GMC HUMMER EV SUV

General Motors is releasing Customer Satisfaction Program N242439340 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

Customer Satisfaction Program

N242439340 Front Electric Drive Units Did Not Pass Testing



Release Date: May 2024

Revision: 00

Attention: 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		
GMC	HUMMER EV Pickup				
GMC	HUMMER EV SUV				

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	On certain 2024 model year Chevrolet Silverado EV, and GMC HUMMER EV Pickup and HUMMER EV SUV vehicles, the front electric drive unit may not have passed the end of line test.
Correction	Dealers are to replace the front electric drive transmission module and reprogram the drive motor control module.

Parts (Hummer EV)

Quantity	Part Name	Part No.
1	MODULE,FRT ELEC DRV TRANSAXLE	24054009
2	SEAL,A/C CMPR HOSE (25.12OD X 17.03 ID) (SLIMLINE WASHER,3/4")	13579646
2	SEAL, A/C CMPR & CNDSR HOSE (SLIMLINE WASHER,1/2")	13579648
2	SEAL, A/C EVPR INL TUBE (SLIMLINE WASHER,3/8")	13579649
2	RING-OUTPUT SHF RET	24048716
2	SEAL-OUTPUT SHF (O RING)	24041753
2	BOLT, DRV MOT MT (M12X1.75X110)	11610916
13	BOLT,DRV MOT RR MT (M12X1.75X60)	11609605
2	PLUG, TRANS FLUID DRN (M12X1.75X14,6 INT)	11602943
As Required (Up to 3.85 qt)	TRANSMISSION FLUID	19352619 (US)
As Required (Up to 3.65 L)	TRANSMISSION FLUID	19352620 (CA)
As Required (Up to 22.19 qt)	COOLANT	12378390 (US)
As Required (Up to 21 L)	COOLANT	10953456 (CA)

Parts (Silverado EV)

Quantity	Part Name	Part No.
1	MODULE,FRT ELEC DRV TRANSAXLE	24054009
2	SEAL,A/C CMPR HOSE (25.12OD X 17.03 ID) (SLIMLINE WASHER,3/4")	13579646
1	SEAL, A/C CMPR HOSE (SLIMLINE WASHER,1/2")	13579648
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2	SEAL-OUTPUT SHF (O RING)	24041753
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As Required (Up to 3.65 L)	TRANSMISSION FLUID	19352620 (CA)

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As Required (Up to 22.76 qt)	COOLANT	12378390 (US)
As Required (Up to 21.54 L)	COOLANT	10953456 (CA)

Reminder: Parts may be removed from SPRINT and Retail Inventory Management (RIM) and be non-returnable. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect. **Due to the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107182	Replace Front Electric Drive Transmission Module (Hummer EV) (includes reprogramming with SPS)	12.9	ZFAT	N/A
	ADD: Recover and Recharge Refrigerant	1.2		
9107183	Replace Front Electric Drive Transmission Module (Silverado EV) (includes reprogramming with SPS)	15.0	ZFAT	N/A
	ADD: Recover and Recharge Refrigerant	1.2		

Service Procedure

1. Replace the Front Electric Drive Transmission Module. Refer to *Front Electric Drive Transmission Module Replacement* in SI.

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:

6125814

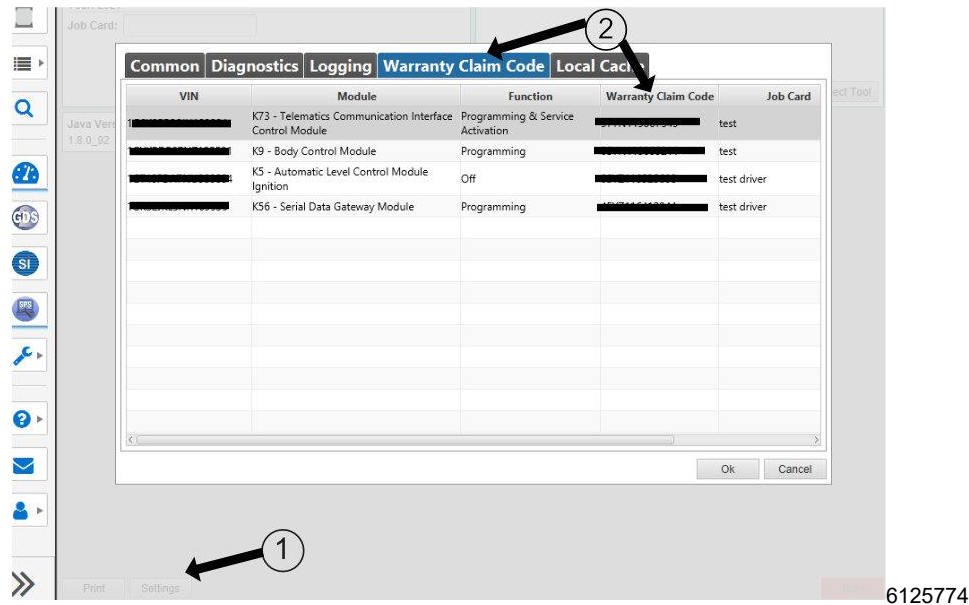
- The Warranty Claim Code from the programming event must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job 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.

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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:

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.

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 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.
- 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.

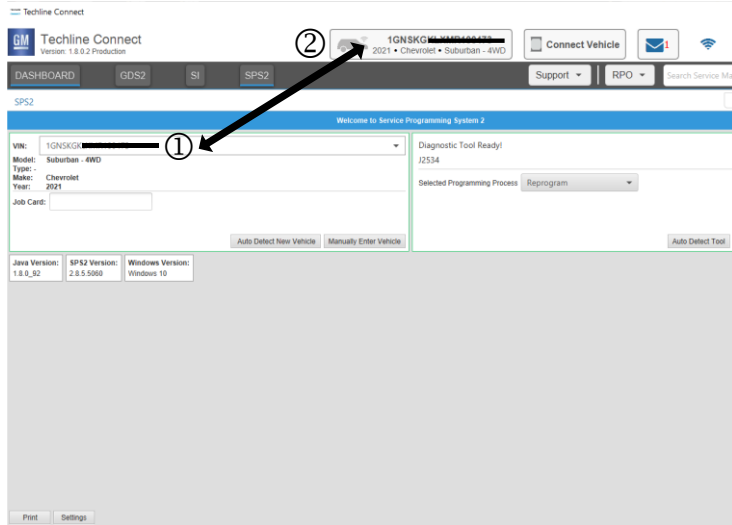
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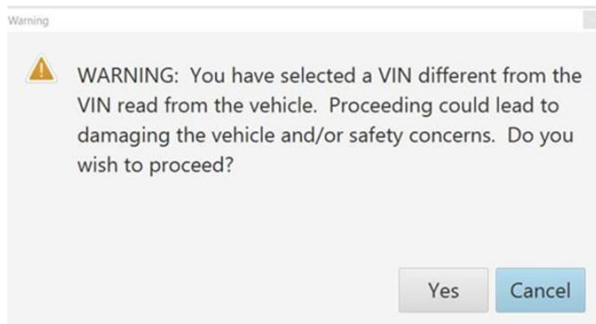
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that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

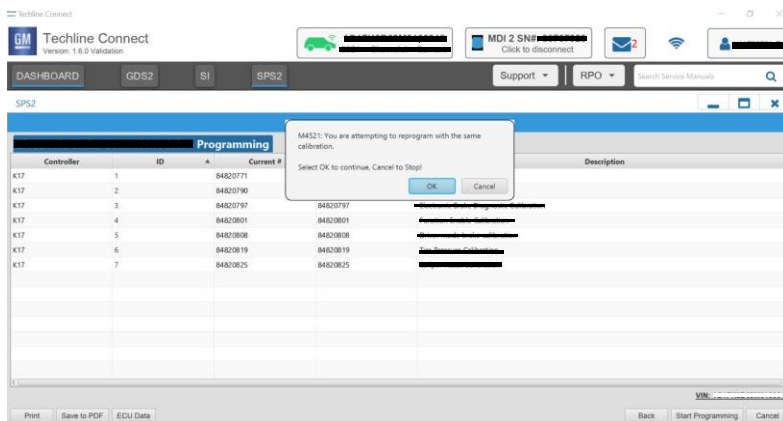


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Important: If the vehicle VIN DOES NOT match, the message below will be shown.



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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

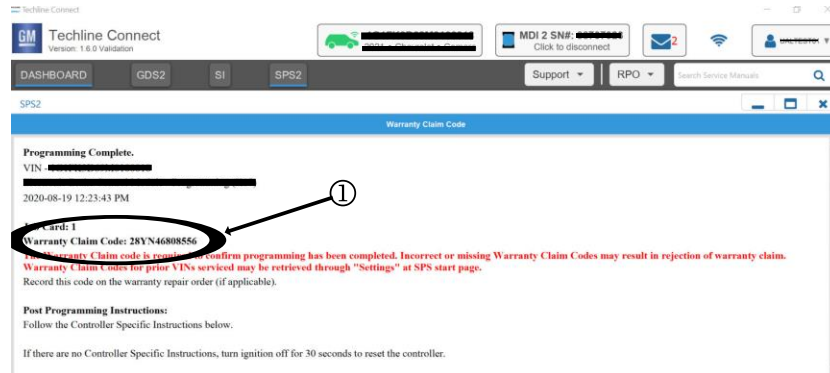
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dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

2. Reprogram the Drive Motor Control Module. Refer to *K107 Drive Motor Control Module: Programming and Setup* in SI.



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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.

3. Record SPS Warranty Claim Code on job card for warranty transaction submission.

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/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 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 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.

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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 (see copy of customer letter included with this bulletin).

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**

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May 2024

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that on your 2024 model year Chevrolet Silverado EV, GMC HUMMER EV Pickup or HUMMER EV SUV vehicle, the front electric drive unit may not have passed the end of line test.

Your satisfaction with your Silverado EV, HUMMER EV Pickup or HUMMER EV SUV is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer replace the front electric drive transmission module and reprogram the drive motor control module. 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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

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
GMC HUMMER EV/SUV	1-833-HUMMER-EV (1-833-486-6373)	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 remedy 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

N242439340