



Service Bulletin

Bulletin No.: 24-NA-132

Date: July, 2024

WARRANTY ADMINISTRATION

Subject: Warranty Administration – Claim Submission for Field Actions using Vehicle Wide Programming

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	LYRIQ	2023	2024	—	—	All	All
Chevrolet	Blazer EV	2024	2024				
	Colorado	2023	2023				
	Silverado EV	2024	2024				
GMC	Canyon	2023	2023				
	HUMMER EV SUV	2024	2024				
	HUMMER EV Pickup	2022	2024				

Involved Region or Country	North America
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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.

Important: For complete technical instructions for Vehicle Wide Programming, please refer to Service Bulletin 24-NA-113.

The following information introduces new Warranty Claim Codes associated with field action Vehicle Wide Programming events and provides instruction on how to submit all associated labor for the programming performed. If dealers are to follow this process for submitting a warranty claim, the specific field action bulletin will direct dealers to this bulletin.

Vehicle Wide Programming Warranty Claim Codes

The first three digits of the Warranty Claim Code will identify if the required Vehicle Wide Programming event was successful and can close the field action:

First Three Digits of Code	Result
VPY	Successful programming event
VPB	Blocked programming event – The module(s) are up to date; no additional programming needed
VPP	Partial programming event successful - This programming result will not close a field action on its own. It must have a follow up programming event of Successful (VPY) or Blocked (VPB) programming signifying all modules associated with the field action have been programmed successfully.

Claim Submission and Documentation Requirements

- Retain the Programming Receipt(s) with the physical copy of the job card (or scan and retain them for dealers on electronic RO systems).

- Using the Programming Receipt, enter the total time listed on the receipt in the **Base Labour Time** field on the claim. Round up to the nearest tenth of an hour when appropriate.
- Submit the Vehicle Wide Programming setup time published in the applicable Field Action Bulletin in the **Additional Time** field.
- Enter the Warranty Claim Code listed on the Programming Receipt in the **SPS Warranty Claim Code** field. Example of this field from Global Warranty Management:

- hour, and submit the total in the **Base Labour Time** field.
- Submit the Vehicle Wide Programming setup time published in the applicable Field Action Bulletin in the **Additional Time** field.
- Only enter one of the Warranty Claim Codes in the **SPS Warranty Claim Code** field. It does not matter which Warranty Claim Code you select to enter; Global Warranty Management will identify the other Vehicle Wide Programming events completed and will also validate the total time to be paid.

EXAMPLE

Labour Time [\[Top\]](#)

Labour Operation Code: 2810095 -

Powertrain Control Module Engine Reprogramming with SPS

Additional labour op code information:

SPS Warranty Claim Code:

Vehicle Wide Programming and individual module programming events: If a Field Action also includes individual modules that need to be programmed independently from the Vehicle Wide Programming event such as the radio:

- Add the time from each Programming Receipt for the individual modules together, then round up to the nearest tenth of an hour, and submit it in the **Additional Time** field with the setup time.

Note: If the programming of an individual module fails and requires traditional programming (SPS2) to successfully update the module, enter the additional programming time in the **Other Labour Time** field. Round up to the nearest tenth of an hour when appropriate.

Submitting labor when a Blocked Programming Event status (VPB) is given: A Warranty Claim Code beginning with **VPB** indicates that all the Vehicle Wide Programming modules already have the necessary software level.

- Submit .1 in the Base Labour Time field.
- Submit .2 for setup time in the Additional Time field.

Multiple Vehicle Wide Programming Events: If more than one Vehicle Wide Programming event is needed to be performed due to receiving a partial programming (VPP) status:

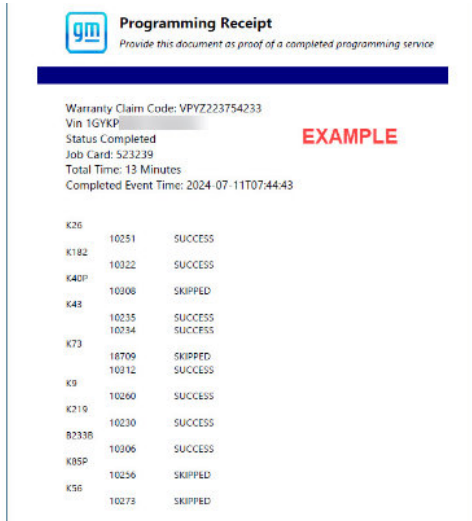
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- Add the total time from each Programming Receipt together, then round up the nearest tenth of an

Field Action Vehicle Wide Programming Scenarios	Example Warranty Claim Codes	Labor Operation	Module(s) Programmed	Labor Time	Notes
1 event: Field Action requiring only Vehicle Wide Programming update. One Programming Receipt given with a status Completed (Warranty Claim code starts with VPY)	VPYxxxxxx - Completed	(See field action bulletin)	Vehicle Wide Programming	Base Labour Time - Submit actual Programming Time rounded up to nearest .10	Time for Vehicle Wide Programming event is provided on Programming Receipt.
				Additional Time - Submit setup time	See Field Action for allowed for setup time.

Field Action Vehicle Wide Programming Scenarios	Example Warranty Claim Codes	Labor Operation	Module(s) Programmed	Labor Time	Notes
1 event: Field Action requiring a Vehicle Wide Programming update. One Programming Receipt given with a status Blocked (Warranty Claim code starts with VPB)	VPBxxxxxxx - Blocked	(See field action bulletin)	Vehicle Wide Programming	Base Labour Time - Submit .1	Blocked Status indicates that all modules are already at Verified Software Level. Blocked Status pays .1
				Additional Time - Submit .2	
1 event: Field Action requiring only Vehicle Wide Programming update. Programming receipts given are for partial programming event AND a Completed programming event	VPPxxxxxxx - Partial VPYxxxxxxx - Completed	(See field action bulletin)	Vehicle Wide Programming	Base Labour Time - Submit actual Programming Time, rounded up to nearest .10	Time for Vehicle Wide Programming event is provided on Programming Receipt. Add the total time listed on each Programming Receipt to determine the total programming time to enter in the Base Labour Time field
				Additional Time - Submit setup time	See Field Action for allowed setup time
1 event: Field Action requiring a Vehicle Wide Programming update that encounters module failures during programming that required programming using SPS2 Example: BCM	VPPxxxxxxx - Partial VPPxxxxxxx - Partial 0SYxxxxxxx - BCM VPBxxxxxxx - Blocked	(See field action bulletin)	Vehicle Wide Programming	Base Labour Time - Submit actual Programming Time plus an additional .1 for the Blocked Programming event, rounded up to nearest .10	Time for Vehicle Wide Programming event is provided on Programming Receipt. A Blocked Status event pays .1. Add the total time listed on each Programming Receipt plus the .1 for the blocked event to determine the total programming time to enter in the Base Labour Time field.
			BCM	Other Labour Time - Submit BCM programming time	For modules needing to be programmed by SPS2 due to Vehicle Wide Programming Failure, submit time in Other Labour Time field
			-	Additional Time - Submit setup time	See Field Action for Allowed Setup Time
2 events: Field Action requiring a Vehicle Wide Programming update and an additional Module (Example: radio)	VPYxxxxxxx - Completed 0SYxxxxxxx - radio	(See field action bulletin)	Vehicle Wide Programming	Base Labour Time - Submit actual Programming Time rounded up to nearest .10	Time for Vehicle Wide Programming event is provided on Programming Receipt. If multiple events are required to complete Vehicle Wide programming, then add the total time listed on each Programming Receipt to determine the total programming time to enter in the Base Labour Time field
			radio	Additional Time - Submit setup time plus radio programming time	See Field Action for allowed for setup time and radio programming time

Example Programming Receipt



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If a technician does not print the Programming Receipt(s) at the time of programming, Warranty Claim Codes are retrievable for a limited time.

The codes can be retrieved as follows:

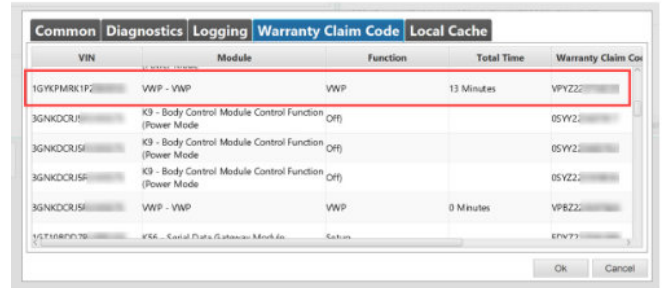
1. Open Techline Connect on the computer used to program the vehicle.
2. Open SPS2.

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3. Select “Settings.”
4. Select the “Warranty Claim Code” tab.

SPS2 will display the last 1000 programming event Warranty Claim Codes. Search by VIN and/or the date/time of the programming event.

Example:



Version	1
Modified	Released July 18, 2024

