

Customer Satisfaction Program

N242468850 Removable Roof Panel Noise



Release Date: August 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 September 30, 2026.

Make	Model	Model Year		RPO	Description
		From	To		
GMC	HUMMER EV Pickup	2024	2024		
GMC	HUMMER EV SUV	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.

Condition	On certain 2024 model year GMC HUMMER EV Pickup and SUV vehicles, customers may experience wind noise and/or a rattling condition originating at the removable roof panels.
Correction	Dealers are to adjust the roof I-Bar pocket receiver.

Parts

Quantity	Part Name	Part No.
8	Washer	11505463
As Req	AC Delco Super Lube Spray (for window seals)	12346241 US 10953474 CA For Export: 88866022
As Req	AC Delco Super Lube Paste (for receiver pockets)	12371287 US 10953437 CA For Export: Material Spec GMW18322

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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107583	Roof I-Bar Pocket Receiver Adjustment	0.3	ZFAT	N/A
	Add: Flip Rear I-Bar to face Front	0.5		
	Add: Test Drive	0.3		
	Add: Roof Lift Off Panel Adjustment	ST		

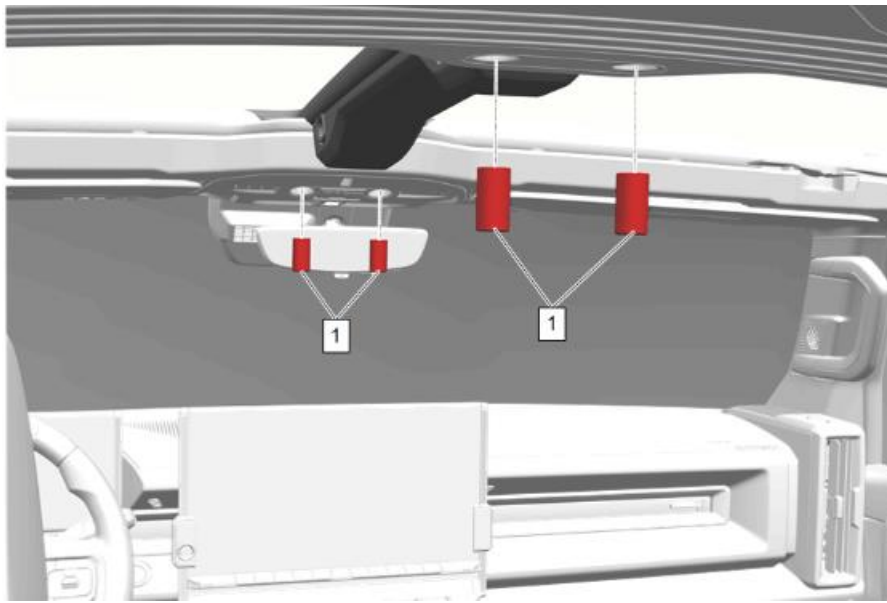
Service Procedure

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.

1. Remove all four sky panels from the roof of the vehicle and set them aside in a safe and secure location.

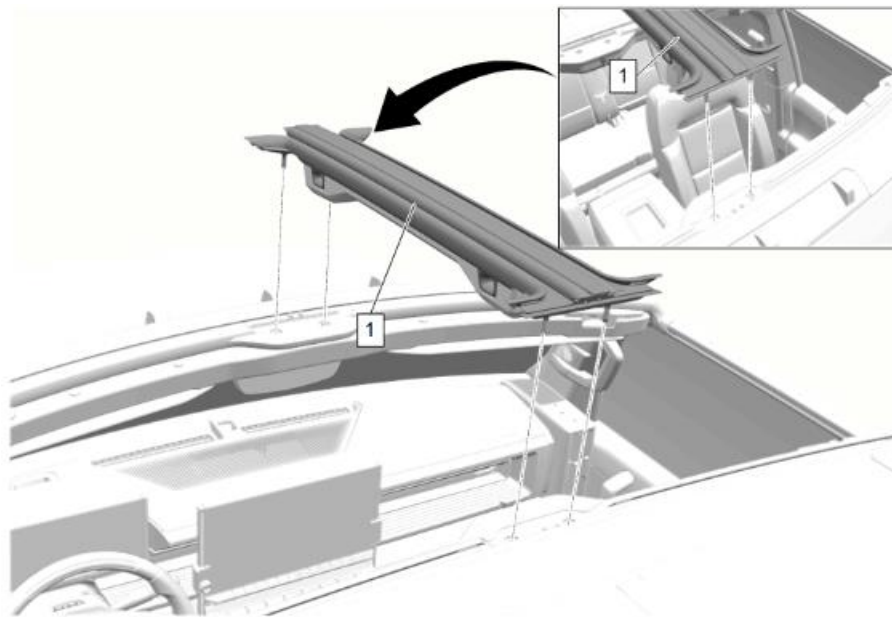
Customer Satisfaction Program

N242468850 Removable Roof Panel Noise



5832341

2. Remove the four nuts (1) from the front I-Bar.



5832364

Note: Be careful not to damage the weather strip cover around the panel when removing the panel.

3. Remove the Front I-Bar (1).
4. Place the I-Bar on a protected secure table with the interior side facing UP.
5. Remove the two trim panel push-pin retainers and remove the I-Bar panel cover.

Customer Satisfaction Program

N242468850 Removable Roof Panel Noise



6425255



6425256

6. Unscrew the I-Bar Pocket receivers from the I-Bar (red arrows).



6425388

Note: If any washers are already present, there is no need to install additional washers to the vehicle.

7. Place a washer at each of the four bolt holes underneath the pocket receivers.
8. Reinstall the pocket receivers, torque to 9 N-m (80 Lb-in).
9. Reattach the trim cover and secure it with the push-pin fasteners.

Customer Satisfaction Program

N242468850 Removable Roof Panel Noise



6425390

Important: The Center Roof Lift Off Panel is labeled "Front," ensure that it is properly aligned towards the front of the vehicle during reinstallation. Also ensure the weather strip is secured and properly sealed.

10. Reinstall the Front I-Bar in the correct orientation.



6425393

Customer Satisfaction Program
N242468850 Removable Roof Panel Noise



6425394

Example of an unseated weather strip. If the weather strip is left unseated as shown it can cause wind noise and water leaks.



6425395



6425397

Customer Satisfaction Program

N242468850 Removable Roof Panel Noise



Example of the proper weather strip seal shown above.

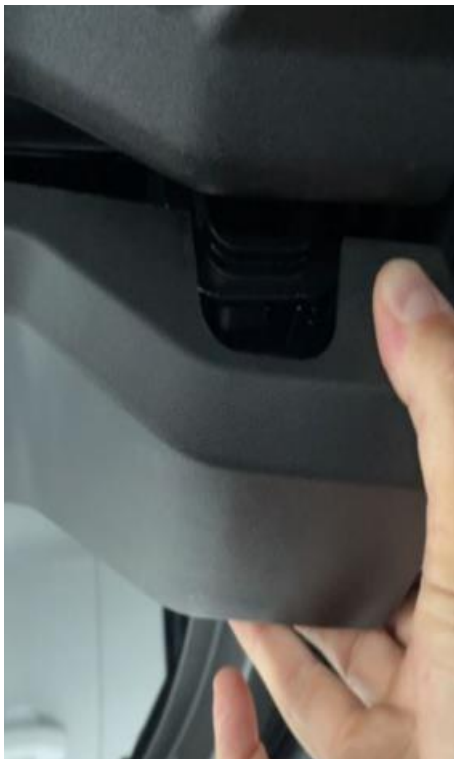
11. Use soapy water to clean the weather strips, and then apply a very light application of AC Delco Super Lube Spray to the weather strips.



6693889

12. Inspect the rear I-bar for proper orientation. **Front** should be towards the front of the vehicle.
 - a. If it is not, refer to *Center Roof Lift Off Rear Panel Replacement* in SI to remove and replace it in the correct orientation.

Note: The rear I-Bar does not need to be removed for this portion of the repair.



6430469

13. Remove the rear I-Bar trim panel by pulling down on the panel to disengage the retainers.



6430466

14. Remove both I-Bar pocket receivers.

Customer Satisfaction Program

N242468850 Removable Roof Panel Noise



6425404

Note: If any washers are already present, there is no need to install additional washers to the vehicle.

15. Place a washer at each of the four bolt holes underneath the pocket receivers.
16. Reinstall the receivers to the I-Bar, torque to 9 N-m (80 lb-in).
17. Reattach the rear I-Bar trim cover.
18. Use soapy water to clean the weather strips and then apply a very light application of AC Delco Super Lube Spray to the weather strips.



6698995

19. Apply AC Delco Super Lube Paste to the **top and bottom** of the I-bar receiver pockets. The grease should be applied to the inner portion as shown, not the outer angled portion.

Customer Satisfaction Program

N242468850 Removable Roof Panel Noise



20. Reinstall the front and rear sky panels.
21. Test drive the vehicle at a range of speeds and over varying bumps to determine if the sky panels are still exhibiting any rattling/knocking/wind noise.
 - a. If the panels are NOT exhibiting any noise issues after the repair, no further action is required.
 - b. If the panels are continuing to exhibit noise issues after the repair, refer to *Roof Lift Off Panel Adjustment* in SI and perform the adjustment procedures located there. After completing the procedures from that document, refer to *Front Side Door Window Adjustment* and *Rear Side Door Window Adjustment* in SI.

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 September 30, 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 September 30, 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).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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

N242468850 Removable Roof Panel Noise



September 2024

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

Dear General Motors Customer:

We have learned that on your 2024 model year GMC HUMMER EV Pickup or SUV vehicle, you may experience wind noise and/or a rattling condition originating at the removable roof panels.

Your satisfaction with your HUMMER EV Pickup or 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 will adjust the roof I-Bar pocket receiver. This service will be performed for you at **no charge until September 30, 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
GMC HUMMER EV/SUV	1-833-HUMMER-EV (1-833-486-6373)
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

N242468850

GENERAL MOTORS
DCS6981
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 15, 2024

Subject: N242468850 - Customer Satisfaction Program
Removable Roof Panel Noise

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

General Motors is releasing Customer Satisfaction Program N242468850 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