

GENERAL MOTORS  
DCS6999  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 4, 2024

Subject: N242435600 - Customer Satisfaction Program  
Multiple Module Reprogramming

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

General Motors is releasing Customer Satisfaction Program N242435600 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

## N242435600 Multiple Module Reprogramming



Release Date: September 2024

Revision: 00

**Attention:** 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.

**Caution:** If the VIN is Open in IVH for Non Compliance N232431050 Recall or Service Update N242439940, that procedure **MUST** be completed first.

**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				

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 GMC HUMMER EV Pickup and HUMMER EV SUV vehicles may require software updates that improve the customer experience and optimize future over-the-air updates.
<b>Correction</b>	Dealers will perform a comprehensive software update.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9500000*	Vehicle Wide Programming	Use Actual Programming Time	ZFAT	N/A
	ADD: To Program Radio (Includes USB File Transfer)	0.5		
	ADD: Set up	0.2		

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

**Note:** For issues related to Warranty Administration, refer to bulletin 24-NA-132.



- The Warranty Claim Code and Total Time 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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For information on submitting Vehicle Wide Programming field action claims, please refer to Warranty Administration Bulletin (24-NA-132).

### Warranty Claim Code Information Retrieval

VIN	Module	Function	Total Time	Warranty Claim Code
	K179 - Automated Driving Mapping Module Ignition	Off		6EYY224326501
	A11 - Radio USB File	Transfer		80YN224269093
	K9 - Body Control Module Control Function (Power Mode)	Off		05YY224128407
	K9 - Body Control Module Control Function (Power Mode)	Off		05YY224126144
	VWP - VWP	VWP	11 Minutes	VPYZ224122944
	B174W - Frontview Camera Module IgnitionOff			BCYX223947069
	B174W - Frontview Camera Module IgnitionOff			BCYX223938768
	B174W - Frontview Camera Module IgnitionOff			BCYX223935640
	K20 - Engine Control Module Ignition	Off		05BZ223867891
	K40D - Driver Seat Adjuster Memory			

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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.

### Service Procedure

**Caution:** If the VIN is Open in IVH for Non Compliance N232431050 Recall or Service Update N242439940, that procedure MUST be completed first.

**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 12V 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 Vehicle Wide 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.

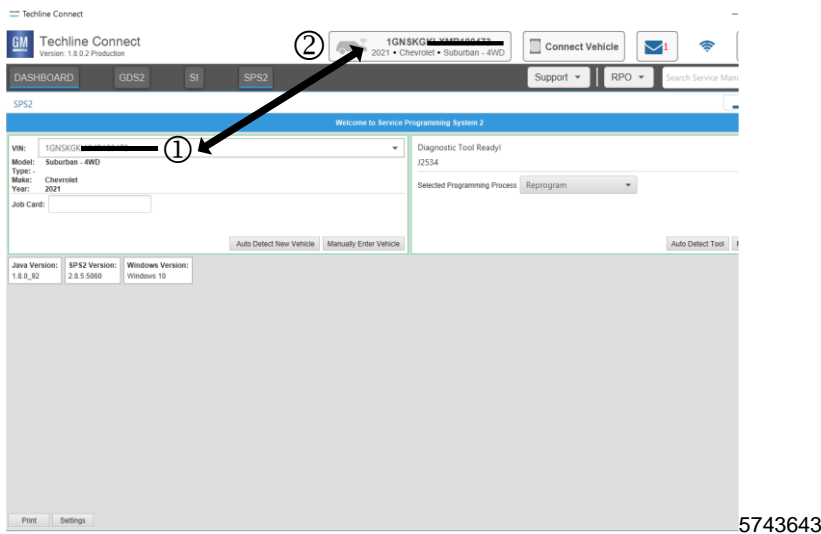
# Customer Satisfaction Program

## N242435600 Multiple Module Reprogramming

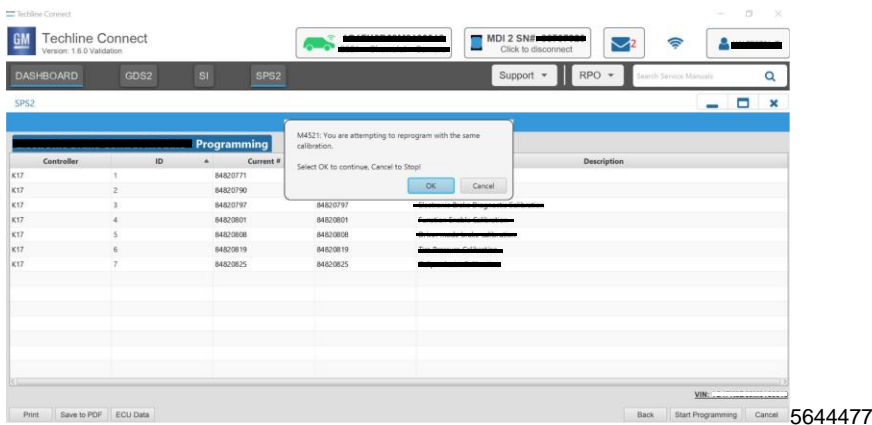
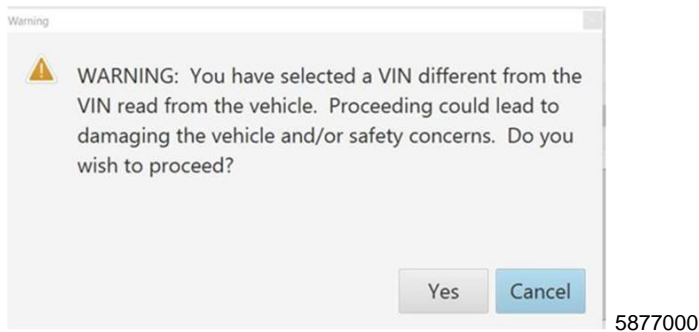


- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in 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 Body Control Module (BCM) is the primary module (for VIP EV 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.



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



# Customer Satisfaction Program

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**Important:** Techline Connect screens shown above.

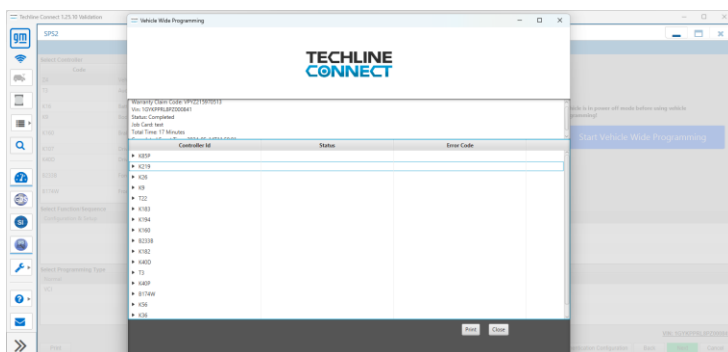
**Important:** Vehicle Wide Programming will only work with a wired MDI2 connection. It is also necessary to remove any wireless dongles from the computer being used as these will not allow the Vehicle Wide Programming to be selectable. If the Vehicle Wide Programming is not selectable with a wired MDI2, confirm it shows disconnected in SPS2 and then (if needed) exit out of TLC and log-in again.

**Important:** It is critical to remove ALL aftermarket devices connected to the DLC and all USB devices connected to the vehicle USB ports. Additionally, all wireless Bluetooth USB connectors (mouse, keyboard, etc) MUST be disconnected from the computer prior to opening Techline Connect.

**Important:** After Radio USB programming is complete, verify the software version on Radio Screen matches the current version shown on the Warranty Claim Code (WCC) screen in Techline Connect (TLC). Refer to the WCC screen for instructions on how to navigate to the software version within the Radio menu.

**Caution:** If the VIN is Open in IVH for Non Compliance N232431050 Recall or Service Update N242439940, that procedure MUST be completed first.

1. Within SPS, perform the following steps for the A11 Radio. Refer to *A11 Radio Programming and Setup* in SI:
  - 1.1 Prepare for USB File Transfer
  - 1.2 USB File Transfer
  - 1.3 Programming Part 1
  - 1.4 Programming Part 2
2. Perform Vehicle Wide Programming. Refer to: *24-NA-113* in SI. Please read the bulletin in its entirety prior to programming the vehicle.
3. Verify all applicable modules display “SUCCESS” or “SKIPPED”, excluding the A11 Radio which is NOT supported by Vehicle Wide Programming and was manually updated in the previous steps.
  - If any applicable module does NOT display “SUCCESS” or “SKIPPED”:
    - 3.1 Attempt Vehicle Wide Programming a second time.
    - 3.2 If any applicable module fails the second attempt, attempt to program the module individually through SPS. If the failure continues, contact Techline Customer Service Center.
    - 3.3 Perform Vehicle Wide Programming an additional time to receive a “Status Completed” or “Status Blocked” message, allowing the field action to be closed. Proceed to step 4.
  - If all modules have successfully updated, proceed to step 4.



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**Note:** The screenshot above is an example of Vehicle Wide Programming and may not be indicative of the specific modules that are being programmed. VIN information has been blacked out.

**Important:** To avoid warranty transaction rejections, you MUST record the Total Time provided on the Warranty Claim Code (WCC) screen shown above on the job card.

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4. Print a copy of the Warranty Claim Code screen and attach to the repair order. "Status Completed" or "Status Blocked" must be achieved to close out the field action. It is also critical to record the total time in order to close out the Field Action.

### 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 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.

<sup>7</sup>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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September 2024

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

Dear General Motors Customer:

Your 2024 model year HUMMER EV Pickup or HUMMER EV SUV 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 service will be performed for you at **no charge until September 30, 2026**. After that, any applicable warranty will apply.

Once completed, your vehicle will have up-to-date technology, including the latest infotainment features, performance enhancements, and more.

**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 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

Our highest priority is ensuring that you get the best driving experience possible.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

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