



Service Bulletin

Bulletin No.: 23-NA-016

Date: August, 2024

INFORMATION

Subject: Repair and Care Information on available Low Gloss Matte Paint Finishes

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	HUMMER EV Pickup	2024	2025	-	-	All	All
	HUMMER EV SUV						

Involved Region or Country	North America and Middle East
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GMC HUMMER EV Low-Gloss Matte Paint Finish Description

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: This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training. Starting with 2024 HUMMER EV SUV Edition 1, GMC will offer a low gloss matte paint finish.

HUMMER EV's matte finishes are completely unique from other automotive paints and require specific care. Typical gloss paints employ a durable clearcoat finish that reflects light, leaving a bright sheen. A matte finish, by contrast, uses a distinct coating, equally as durable, that diffuses and absorbs light, creating a unique "flat" finish. While the clear topcoat chemistry is the same high quality clear used for the high gloss vehicles, special care must be taken to preserve its unique low gloss appearance.

Important: Do not use automatic car washes with brushes. Brushed car washes can cause light scratches in the paint which cannot be buffed out. GM recommends a touchless automatic car wash or hand washing only.

Repair

Paint Chips (Touch Up) Minor paint chips can be repaired with the available matte paint touch up paint pen available through the parts department. Do Not Use Aerosol Can (General Motors Will Not Offer) Scratches and Scuffs:

- DO NOT attempt to buff out scratches or scuffs. Doing so will polish the matte paint reducing or eliminating the matte finish appearance.
- The only way to correct this type of damage is to have the panel repainted.
- Repair Complete Panel
- Use Axalta authorized Matte refinish paint repair system only.
- Do Not Dry in a Heated Booth (But Booth must be Dust Free)
- Use Inferred Heaters only (Not exceed 140 Degrees Fahrenheit 20 minutes max)
- RESS/High Voltage Battery Shall NOT exceed 105 Degrees Fahrenheit Max

Care and Handling

The matte finish requires special care during the Pre-Delivery Inspection (PDI) as well as by customers in order to maintain its unique appearance. Dealerships that receive a HUMMER EV with the matte finish are required to have a sales and service point of contact to ensure the proper paint care requirements are followed.

Pre-Wash Spot Cleaning

Before washing your entire vehicle, thoroughly inspect your vehicle for areas of heavy soiling or spots. Wash these areas first by following these spot cleaning guidelines.

Equipment/Supplies for Spot Cleaning

- Alcohol based window cleaner (non-vinegar or ammonia based), matte paint cleanser, or a solution of 50% alcohol/50% deionized water.
- Bug and tar remover or road debris solvent (if needed)
- Clean microfiber soft cloth
- Optional: Pressure washer with fan tip and pressure below 1,200 psi (Pressure washing is the best way to remove heavy soiling before washing your vehicle. Use a wide fan tip and hold it at least 10 inches from the paint.)

Recommended Spot Cleaning Procedure

1. Apply cleaner to cloth and surface to be cleaned (refrain from wiping a dry towel on the affected area, as this will damage the finish).
2. Soak the area to be cleaned.
3. Lightly wipe the surface in a light forward and backward motion; avoid circular motions, which can alter the finish.
4. Immediately rinse with water to thoroughly remove the cleaning product.

Note: Always test products in a hidden area before applying to a visible area.

Removing Natural Stains and Road Debris

1. Spray the affected area with water to remove any loose debris.
2. Dampen remaining debris with tar remover and allow it to soak.
3. Apply tar remover to a damp microfiber towel.
4. Wipe vehicle finish lightly to remove debris.
5. Once debris is removed, wash with a matte paint finish soap using a damp microfiber cloth, then rinse well with water.
6. Dry with a clean, damp microfiber cloth.

Removing Tar or Tree Sap

1. Spray the affected area with water to remove any loose debris.
2. Spray the area with an alcohol-based window cleaner or a solution of 50% alcohol/50% deionized water.
3. Spray cleaning product on damp microfiber towel.
4. Wipe car finish lightly to remove debris.
5. Dry with a clean, damp microfiber soft cloth.

Tires and Wheels

If you wish to clean the tires and wheels, do this before washing your GMC. Follow these guidelines:

- Refrain from using the same wash mitt used to clean your vehicle's matte finish.
- Use separate microfiber cloths and products developed specifically for cleaning coated alloy wheels and tires; follow the manufacturer's instructions.
- Avoid applying any tire or wheel cleaner on the matte finish; if this happens, wash and rinse this area immediately.

Equipment/Supplies for Normal Car Wash Process

- Dedicated car wash product such as Adams Car Wash GM PN 19355475 (U.S.) (made without added wax or polishes / pH neutral)
- Dedicated car wash product (made without added wax properties)
- Soft, clean car wash mitt or wash pad
- Two buckets with dirt separators (grit guards) at the bottom
- Hose and sprayer with shut off nozzle
- Microfiber cloth
- Chamois cloth, for drying

Wash and Dry Procedure

1. Park your vehicle out of direct sunlight in a cool, shaded area.
2. Prepare one bucket (with dirt separator grid at the bottom) with car wash solution and water, according to manufacturer’s recommendations.
3. Prepare a second bucket with clean water, for use in rinsing the wash mitt. Always rinse the mitt first, placing only a clean mitt into the wash solution.

Drying For Best Appearance: Dry your vehicle with a clean damp chamois or microfiber towel. Do not allow finish surface to air dry, as air drying will allow water spots to form. If finish surface starts to air dry, continue dampening these areas until you are able to hand dry.

Version	4
Modified	Released March 27, 2023 Revised April 06, 2023 — Updated Drying and Repair Information. Revised April 30, 2024 – Added 2025 Model Year. Revised August 13, 2024 – Added HUMMER EV Pickup.

