Bulletin No.: 24-NA-132

Date: October, 2024

# **WARRANTY ADMINISTRATION**

### Subject: Warranty Administration – Claim Submission for Vehicle Wide Programming

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	LYRIQ	2023	2025				
Caulliac	XT4	2024	2024				
	Blazer EV	2024	2024				
	Colorado	2023	2023				
Chayralat	Equinox EV	2024	2024				
Chevrolet	Tahoe	2025	2025				
	Silverado EV	2024	2025	_	_	All	All
	Suburban	2025	2025				
	Canyon	2023	2023				
GMC	HUMMER EV SUV	2024	2024				
	HUMMER EV Pickup	2022	2024				
	Sierra EV	2024	2025				
	Yukon Models	2025	2025				

Involved Region or Country	North America

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 Vehicle Wide Programming events and provides instruction on how to submit all associated labor for the programming performed.

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#### **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:

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				
	Partial programming event successful - As all modules did not update successfully in this case, subsequent programming will be required.				
VPP	Note: 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).

**Important:** If GM Authorization is required on the claim, attach all copies of programming receipts to the transaction to help expedite Warranty Support Center (WSC) claim review.

- Submit claim using Labor Operation 2819505, or for Field Actions, use the Labor Operation listed in the Field Action Bulletin.
- 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 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:



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**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:

- Add the "Total Time" from each Programming Receipt together, then round up the nearest tenth of an hour, and submit the total in the **Base Labour Time** field.
- Submit the Vehicle Wide Programming setup time in the Additional Time field.
- Only enter <u>one</u> 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.

#### Vehicle Wide Programming and individual module programming events:

- Field Actions that instruct you to program individual modules separately from Vehicle Wide Programming: Submit the published time provided in the Field Action Bulletin in the Additional Time field with the setup time.
- Field Actions where a programming failure occurs during vehicle wide programming and the Field Action Bulletin does not list a separate published time for programming the individual module: Program the module individually and submit the actual time to perform the programming in Other Labor Hours.
- Warranty (Non-Field Action) Claims: If an individual module update fails when performing Vehicle Wide Programming, program the module individually and submit as a separate claim line using the SPS Programming Labor Op (28xxxxx) and published time that corresponds to that module.

**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.

#### Field Action Claim Submissions (for regular warranty claims, see chart lower in this bulletin)

Field Action Vehicle Wide Programming Scenarios	Example Warranty Claim Codes	Labor Operation	Module(s) Programme d	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)	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.
				Additional Time - Submit setup time	See Field Action for allowed for setup time.
1 event: Field Action requiring a Vehicle Wide Programming update. One	VPBxxxxxxx -	(See field	Vehicle Wide	Base Labour Time - Submit .1	Blocked Status indicates that all modules are already at Verified
Programming Receipt given with a status Blocked (Warranty Claim code starts with VPB)	Blocked	action bulletin)	Programming	Additional Time – Submit .2	Software Level. Blocked Status pays .1
1 event: Field Action     requiring only Vehicle Wide     Programming update.     Programming receipts given     are for partial programming	VPPxxxxxxx - Partial VPYxxxxxxx -	(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
event AND a Completed programming event	Completed	,		Additional Time - Submit setup time	See Field Action for allowed setup time

Field Action Vehicle Wide Programming Scenarios	Example Warranty Claim Codes	Labor Operation	Module(s) Programme d	Labor Time	Notes
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.
			всм	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 -	(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 com- plete 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		radio	Additional Time - Submit setup time plus radio programming time	See Field Action for allowed for setup time and radio programming time

## Warranty (Non-Field Action) Claim Submissions

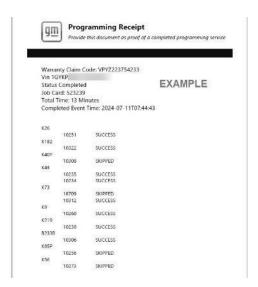
Warranty (Non-Field Action) Vehicle Wide Programming Scenarios	Example Warranty Claim Codes	Labor Operation	Module(s) Programme d	Labor Time	Notes
One Vehicle Wide Programming Receipt given with a status Completed (Warranty Claim code starts with VPY).  Dealers must also perform A11 Radio Reprogramming with USB and SPS (see bottom of chart for claim submission instruction).	VPYxxxxxxx - Completed	2819505 - Vehicle Wide Programming	Vehicle Wide Programming	Base Labour Time - Submit actual Programming Time rounded up to nearest .10  Additional Time - Submit setup time .2	Time for Vehicle Wide Programming event is provided on Programming Receipt.
One Vehicle Wide Programming Receipt given with a status Blocked (Warranty Claim code starts with VPB).  Dealers must also perform A11 Radio Reprogramming with USB and SPS (see bottom of chart for claim submission instruction).	VPBxxxxxxx - Blocked	2819505 - Vehicle Wide Programming	Vehicle Wide Programming	Base Labour Time - Submit .1 Additional Time - Submit .2	

Warranty (Non-Field Action) Vehicle Wide Programming Scenarios	Example Warranty Claim Codes	Labor Operation	Module(s) Programme d	Labor Time	Notes
Multiple Vehicle Wide Programming Events: Vehicle Wide Programming receipts given are for Partial programming event(s) AND a Completed programming event.	VPPxxxxxxx - Partial VPYxxxxxxx -	2819505 - Vehicle Wide Programming	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
Dealers must also perform A11 Radio Reprogramming with USB and SPS (see bottom of chart for claim submission instruction).	Completed			Additional Time - Submit setup time .2	the total programming time to enter in the Base Labour Time field.
Multiple Vehicle Wide Programming Events where during the update encountered module failures that required programming using SPS2.	VPPxxxxxxx - Partial VPPxxxxxxx - Partial	2819505 - Vehicle Wide Programming	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.
Example: BCM  Dealers must also perform A11 Radio Reprogramming with USB and SPS (see bottom of chart for claim submission instruction).	0SYxxxxxx - BCM VPBxxxxxxx - Blocked	2810215 Body Control Module Reprogrammi ng with SPS	всм	Submit published time in the Labor Time Guide for BCM SPS Programming Labor Op	For any module needing to be programmed by SPS2 due to Vehicle Wide Programming failure, submit the SPS Programming Labour Operation (e.g., 28xxxxx) that corresponds to that module.
				Additional Time - Submit setup time	
A11 Radio Reprogramming with USB and SPS that needs to be completed separately each time Vehicle Wide Programming is conducted.	80xxxxx and 0Sxxxxxx	2887858: A11 Radio Reprogrammi ng with USB and SPS (See Important Note below)	Radio & USB transfer	Base Labor Time - Submit 1.0	Submit SPS Programming Labour Operation that corresponds to that module

**Important:** DMS transactions for Labor Op 2887858 can be processed starting Monday, August 5, 2024. Claims via Global Warranty Management (GWM) live application can be submitted now.

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#### **Example Programming Receipt**



6694564

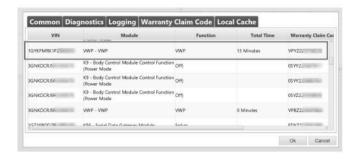
If a technician does not print the Programming Receipt(s) at the time of programming, Warranty Claim Codes are retrievable for a limited time.

The codes can be retrieved as follows:

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



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Version	3
Modified	Released July 18, 2024
	Revised July 30, 2024 - Revised Subject, Service Procedure, Field Action Claim Submissions Table, and added an additional Warranty (Non-Field Action) Claim Submissions Table. Also added MY24 GMC Sierra EV and Cadillac XT4 Models.
	Revised October 17, 2024 – Added Suburban, Yukon, Tahoe, Equinox EV Models and Updated Silverado EV, LYRIQ and Sierra EV Model Years.