



Service Bulletin

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 | — | — | All | All |
| | XT4 | 2024 | 2024 | | | | |
| Chevrolet | Blazer EV | 2024 | 2024 | | | | |
| | Colorado | 2023 | 2023 | | | | |
| | Equinox EV | 2024 | 2024 | | | | |
| | Tahoe | 2025 | 2025 | | | | |
| | Silverado EV | 2024 | 2025 | | | | |
| | Suburban | 2025 | 2025 | | | | |
| GMC | Canyon | 2023 | 2023 | | | | |
| | 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.

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 |
| VPP | <p>Partial programming event successful - As all modules did not update successfully in this case, subsequent programming will be required.</p> <p>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.</p> |

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:

| EXAMPLE | |
|---|--|
| Labour Time [Top] | |
| Labour Operation Code: 2810095 - | |
| Powertrain Control Module Engine Reprogramming with SPS | |
| Additional labour op code information: | <div> <div>SPS Warranty Claim Code:</div> <div></div> </div> |

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 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.

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) 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. |
| 1 event: Field Action requiring a Vehicle Wide Programming update. One Programming Receipt given with a status Blocked (Warranty Claim code starts with VPB) | VPBxxxxxx - 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 | VPPxxxxxx - Partial 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. 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 |

| 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 that encounters module failures during programming that required programming using SPS2 Example: BCM | VPPxxxxxx - Partial VPPxxxxxx - Partial 0SYxxxxxx - BCM VPBxxxxxx - 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) | VPYxxxxxx - Completed 0SYxxxxxx - 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 <u>plus</u> 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) Programmed | 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). | VPYxxxxxx - Completed | 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. |
| | | | | Additional Time - Submit setup time .2 | |
| 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). | VPBxxxxxx - 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) Programmed | Labor Time | Notes |
|---|--|---|--------------------------|--|--|
| Multiple Vehicle Wide Programming Events: Vehicle Wide Programming receipts given are for Partial programming event(s) AND a Completed programming event. Dealers must also perform A11 Radio Reprogramming with USB and SPS (see bottom of chart for claim submission instruction). | VPPxxxxxx - Partial VPYxxxxxx - 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. Add the total time listed on each Programming Receipt to determine 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. Example: BCM Dealers must also perform A11 Radio Reprogramming with USB and SPS (see bottom of chart for claim submission instruction). | VPPxxxxxx - Partial VPPxxxxxx - Partial 0SYxxxxxx - BCM VPBxxxxxx - Blocked | 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. |
| | | 2810215 Body Control Module Reprogramming with SPS | BCM | 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 Reprogramming 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.

Example Programming Receipt



Programming Receipt
Provide this document as proof of a completed programming service

Warranty Claim Code: VPYZ223754233

Vin 1GYKP

Status Completed

Job Card: 523239

Total Time: 13 Minutes

Completed Event Time: 2024-07-11T07:44:43

EXAMPLE

| | | |
|-------|-------|---------|
| K26 | 10251 | SUCCESS |
| K182 | 10222 | SUCCESS |
| K40P | 10308 | SKIPPED |
| K48 | 10235 | SUCCESS |
| | 10234 | SUCCESS |
| K73 | 18709 | SKIPPED |
| | 10312 | SUCCESS |
| K9 | 10260 | SUCCESS |
| K219 | 10230 | SUCCESS |
| B733B | 10306 | SUCCESS |
| K85P | 10256 | SKIPPED |
| K56 | 10278 | SKIPPED |

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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.
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:

| Common | Diagnostics | Logging | Warranty Claim Code | Local Cache |
|------------|---|----------|---------------------|-------------------|
| VIN | Module | Function | Total Time | Warranty Claim Co |
| 1GYKPMR1P2 | VWP - VWP | VWP | 13 Minutes | VPYZ22 |
| 3GNKDORJ | K9 - Body Control Module Control Function (Power Mode | Off | | 05Y22 |
| 3GNKDORJ | K9 - Body Control Module Control Function (Power Mode | Off | | 05Y22 |
| 3GNKDORJ | K9 - Body Control Module Control Function (Power Mode | Off | | 05Y22 |
| 3GNKDORJ | VWP - VWP | VWP | 0 Minutes | VPBZ22 |
| VCTMBPH76 | VSE - Central Parts Retention Module | Set | | 07N77 |
| | | | | OK Cancel |

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| | |
|----------|---|
| Version | 3 |
| Modified | <p>Released July 18, 2024</p> <p>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.</p> <p>Revised October 17, 2024 – Added Suburban, Yukon, Tahoe, Equinox EV Models and Updated Silverado EV, LYRIQ and Sierra EV Model Years.</p> |

