



Service Bulletin

Bulletin No.: 25-NA-034

Date: February, 2025

TECHNICAL

Subject: Hood Open Message Displayed

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado EV	2024	2025	-	-	All	All

Involved Region or Country	North America
Additional Options (RPOs)	Excluding – HOOD CONTROL - POWER (RPO AHV)
Condition	Some customers may state the hood will not cinch shut and that the “Hood Open” message is displayed on the IPC.
Cause	<p>If the hood is restricted from going into primary (or fully latched) position during the hood cinching process, the hood latch will initiate the cinching action but will remain in the secondary latch position. This results in a “false cinch” event.</p> <p>Possible causes of this condition:</p> <ul style="list-style-type: none"> • Pulling up on the hood during the cinch process • Hood closure obstruction (ex: excess/oversized cargo or hood seal obstruction) • Hood latch is mis-adjusted to the hood and/or striker • Hood is mis-adjusted to the body • Over engagement of the adjustable rubber bumpers
Correction	After a “false cinch” event, the hood release system will need to be reset. Re-enable the cinching action by following the steps below.

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.

Service Procedure

Caution: The power cinching hood latch is designed to receive only the hood striker. The hood latch and/or ajar switch can be damaged if a foreign object or tool (ex: screwdriver) is used instead of the hood striker when performing service diagnostics.

1. Release hood (key fob or interior release switch or exterior release switch (if equipped)).
2. Complete a manual hood close. Ensure the hood fully engages to the primary latch position and that the hood is fully secured to the latch.
3. Release the hood: (key fob or interior switch or exterior release switch (if equipped)).
4. Verify hood cinching process functionality by closing the hood normally. Hood should cinch to the primary (fully latched) position now.

Technical Tip:

An effective way to initiate the hood cinching process is by doing a moderate hood drop from approximately 1 ft (0.30M) from the striker to the hood latch.

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2086998*	Hood Reset Procedure	0.2 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released February 26, 2025

