



Service Bulletin

Bulletin No.: 24-NA-028

Date: April, 2025

INFORMATION

Subject: Power Tonneau Cover Diagnostic Tips

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	HUMMER EV Pickup	2022	2025	—	—	All	All

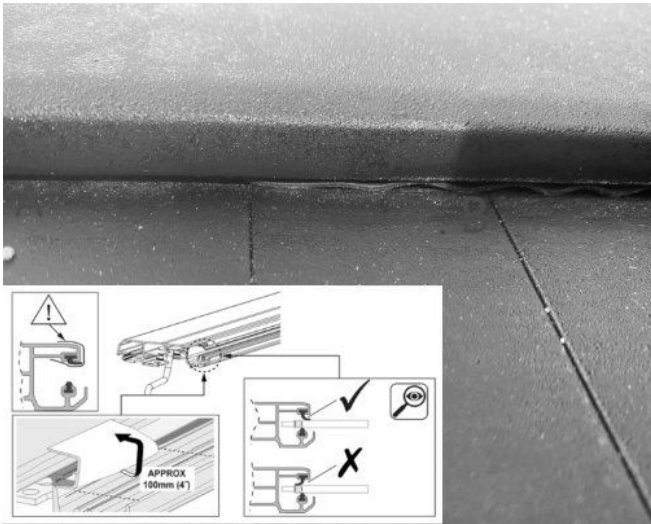
Involved Region or Country	United States, Canada, Israel, Middle East
Additional Options (RPOs)	With Accessory Power Tonneau Cover part number 86575628, 86595165, or 85758525.
Condition	Some customers may comment on the tonneau cover not operating properly.
Correction	Review the following diagnostic aids shown 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.

Pre-Installation Assistance

- Links to installation videos can be found in SI DOC ID 6152455, Pickup Box Cover Package Installation (Power Tonneau Cover).
- Always disconnect the 12V battery during installation. Failure to disconnect the 12V battery can lead to a blown fuse or module logic lockup.
- Care must be observed with all wires. Poor wiring can lead to shorts in the system.
 - Avoid any exposed or unsealed wires after splicing to the vehicle.
 - All connectors are securely locked in place.
 - Use caution during tonneau cover positioning to avoid pinched wires.
- Use tape to hold the top lip seal of the side rail during the installation of the side rail to the canister. Folded over side rail lip seal will cause the system to go into an unwanted anti-pinch mode.



6544195

Note: The above illustration shows what happens when the lip seal is under the cover during installation (A). The lip seal (B) is wavy due to incorrect assembly. The seal must be on top of the cover, not the cover. This will cause binding resulting in anti-pinch mode activation.

Note: During initial installation on a flat surface or protected table, tape back the seal surfaces on the front 4 in. (100 mm) of each rail using masking tape, as shown. This will protect them from damage during install.

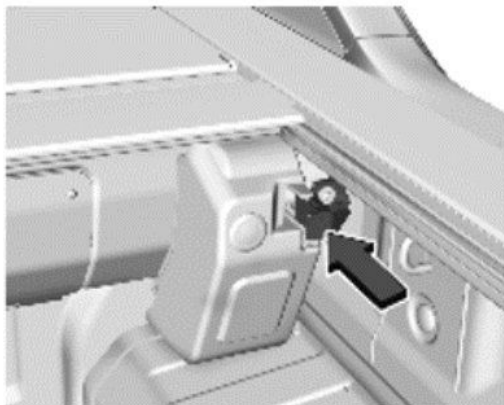


6540966

- Width of the side rails must not exceed recommended distance of 63.25". Wide rails prevent the cover from contacting the limit switches during calibration and causes a fault with a flashing light. Details for addressing wide rails can be found in the troubleshooting section of SI DOC ID 6152455, Pickup Box Cover Package Installation (Power Tonneau Cover). It might be necessary to adjust the side rails even closer than the 63.25" dimension at the tail gate location. Inboard and parallel alignment of the side rails is critical to prevent binding. If the cover binds to the point that the clutch button will not function, loosen the side rail screws to release tension in the gears, firmly press the clutch to fully release the gears. Reposition and tighten the side rail.

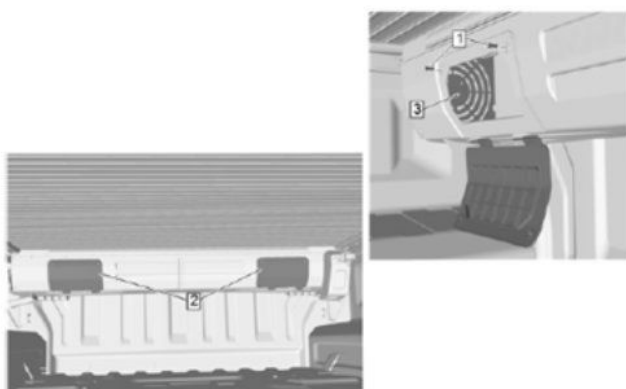
Tonneau Cover Binds or Excessively Noise

- Begin by manually sliding the cover in both directions. Pressing the clutch button on the motor allows for the tonneau cover to slide freely. Do this to aid with inspecting for binding. The clutch button should be checked to be fully extended prior to calibration/operation.



6540967

- Keep side rail tracks clean and apply silicon spray as needed.
- Add silicon spray to drum springs as directing in the owner's manual or SI DOC 6152455.



6540968

- Tonneau cover will make more noises during electric operation, especially in cold weather, compared to manual inspection. If noise is combined with noticeable binding, lubricate tracks and drum springs with silicon spray.

Completely Inoperative

- If the 12V battery has dropped below 9 volts, the cover will need to be re-calibrated to regain functionality.

Note: If the vehicle's 12V battery was disconnected for service or dropped below 9 volts while in service, re-calibrate the tonneau cover before giving the vehicle back to the customer.

- Always attempt to re-calibrate the system first by following the directions in the owner's manual, installation instructions, and GMC support website.
- If the motor clutch button has been disengaged, or the vehicle battery has been disconnected, complete the calibration before the next electric operation.

1 Press (Unlock) twice on the remote key to unlock the cover.

2 Open the tailgate.

- 3 Ensure the motor clutch button is engaged and pulled out completely.
 - 4 Ensure the doors are unlocked and the driver door is open to disable auto-locking during calibration procedure.
 - 5 Press the two side rail buttons simultaneously for 10 seconds to start calibration mode.
 - 6 The cover will open and close twice automatically. The cover internal LED light will pulse slowly during calibration and stop pulsing when the calibration is complete. If the light does not turn on, remove the tonneau fuse located in the Instrument Panel Fuse Block (Left) for five seconds. See "Left" in Instrument Panel Fuse Block (Right) Instrument Panel Fuse Block (Left). Reinstall the fuse and re-calibrate the tonneau cover. Replace the fuse if the lights do not come on during re-calibration.
- If the power and grounds check OK, inspect the in-line connector at the motor to verify proper connection.



6540969

- Inspect the motor for any leakage. If any visible brown substance is found, replace the motor p/n 85607637.
- Check for power and ground at the X1 connector located at the power tonneau cover control module. Refer to SI DOC 6012295. If necessary, inspect the 4 wires connected to the main body wire harness under the left rear wheel well. Poorly installed and sealed splice connectors have been discovered and will cause electrical issues.



6540970

Showing the location of 4 wires in the main body wire harness that must be connected to the power tonneau cover asm. Inspect the wire-to-wire splice connectors for proper sealing and crimping.

- Inspect the open/close button and limit switches for opens or shorts utilizing the schematics found in SI DOC ID 6012539, Power Tonneau Cover Schematics.

Additional References

The following are resources available to aid in the installation and diagnostics of the power tonneau cover.

- SI DOC ID 6152455, Pickup Box Cover Package Installation (Power Tonneau Cover)
- SI DOC ID 6152455, Section 4 Troubleshooting (found at the end of the document)
- SI DOC ID 6012539, Power Tonneau Cover Schematics
- <https://www.gmc.com/support/vehicle/storage-doors-windows/power-tonneau/troubleshooting>
- <https://www.youtube.com/watch?v=3W-VLHKe1DE> - GMC Hummer EV Power Tonneau Cover Installation Video - GMC Accessories

Warranty Classification

Important: When filing warranty claims for power tonneau cover repairs, use the labor codes found in the Dealer Installed GM Accessory Repairs section of the labor time guide.

Use either:

- 0522230 Pickup Box Tonneau Cover Repair
- 0522232 Pickup Box Tonneau Cover Adjustment

Version	3
Modified	Released February 08, 2024 Revised December 16, 2024 – Added 2025 Model Year and Updated part information and other supporting information. Revised April 04, 2025 – Added Middle East and Israel to Involved Region or Country section and removed some Additional References.

