

GENERAL MOTORS
DCS7396
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 10, 2025

Subject: REVISION: N242488190-01– Customer Satisfaction Program
Wheel Speed Sensor Data
Revised Service Procedure

Models: 2025 Chevrolet Low Cab Forward

This bulletin is being revised to update the service procedure. Please discard all previous copies of bulletin N242488190.

END OF MESSAGE

Customer Satisfaction Program

N242488190 Wheel Speed Sensor Data



Release Date: December 2025

Revision: 01

Revision Description: This bulletin is being revised to update the service procedure. Please discard all previous copies of bulletin N242488190.

Attention: ONLY Chevrolet Medium Duty dealers can complete this field action repair.
This program is in effect until March 31, 2027.

Make	Model	Model Year	
		From	To
Chevrolet	Low Cab Forward	2025	2025

Investigate Vehicle History (IVH) in the GM Global Warranty Management system should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain vehicles listed above may have a condition in which the powertrain combination will falsely set a fault diagnostic in the Transmission Control Module.
Correction	Dealers will reprogram the Transmission Control Module (TCM).

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107557*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9107558*	Transmission Control Module Reprogramming with SPS (Includes Fast Learn)	0.6		
	ADD: Additional time for warming up transmission for vehicles in colder weather.	0.3		

Note: The above labor time(s) are published direct from the Labor Time Guide.

Service Procedure

- Look up the Vehicle Identification Number (VIN) in the Isuzu Vehicle Information System (IVIS) and confirm the vehicle is affected by this campaign.
- Block the wheels and apply the parking brake.
- Ensure that IDSS has an internet connection and is up to date
- Connect IDSS to the vehicle and turn the ignition "ON".
- Click on "Auto Detect" and go to: Controller Programming > Transmission > Software and Calibrations > Update Calibrations and read the TCM calibration part number:
 - If the calibration part number does NOT match the calibration number in the table below, reprogram the TCM and then proceed to Step 6.
 - If the calibration part number matches the calibration part number in the table below, no further action required.

MY	Vehicle	Engine	Trans	Calibration #
2025	NPR	6.6L	8L90	24069901
2025	NPR-HD	6.6L	8L90	24069900

WARNING: Perform this procedure outside or with proper exhaust ventilation equipment. Ensure that there are no obstacles or people in front of the vehicle while performing the Transmission Service Fast Learn procedure.

- Start the engine and allow the transmission fluid temperature to begin warming up.

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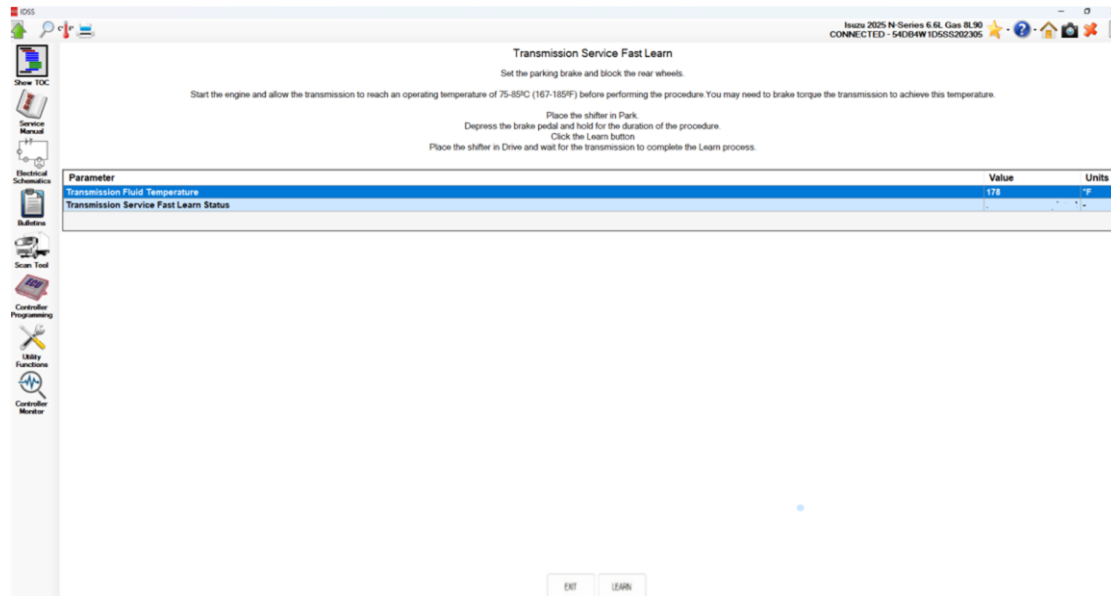
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NOTE: If the transmission fluid temperature is not between 167°F (75°C) and 185°F (85°C) the scan tool will not allow you to perform the Transmission Service Fast Learn procedure.

NOTE: Depending on the ambient temperature, the vehicle may need to be driven to achieve the proper transmission fluid temperature.

- Using IDSS, go to: Output Control Test > Transmission > Transmission Service Fast Learn and confirm the transmission fluid temperature is between 167°F (75°C) and 185°F (85°C) (See Figure 1).



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Figure 1

- Ensure that the selector lever is in the “P” Park position.
 - Push down firmly on the brake pedal and maintain firm pressure through the duration of this procedure.
- IMPORTANT:** Keep the brakes applied until the Transmission Fast Learn Procedure is complete.
- Click on the “Learn” button to enable the Transmission Fast Learn Procedure.
 - Place the selector lever into the “D” Drive position and wait for the transmission to complete the Fast Learn Procedure.

NOTE: It is normal for this process to take several minutes to complete.

- When the Transmission Service Fast Learn Status reads “Fast Learn Completed” (See Figure 2.), proceed to Step 13.

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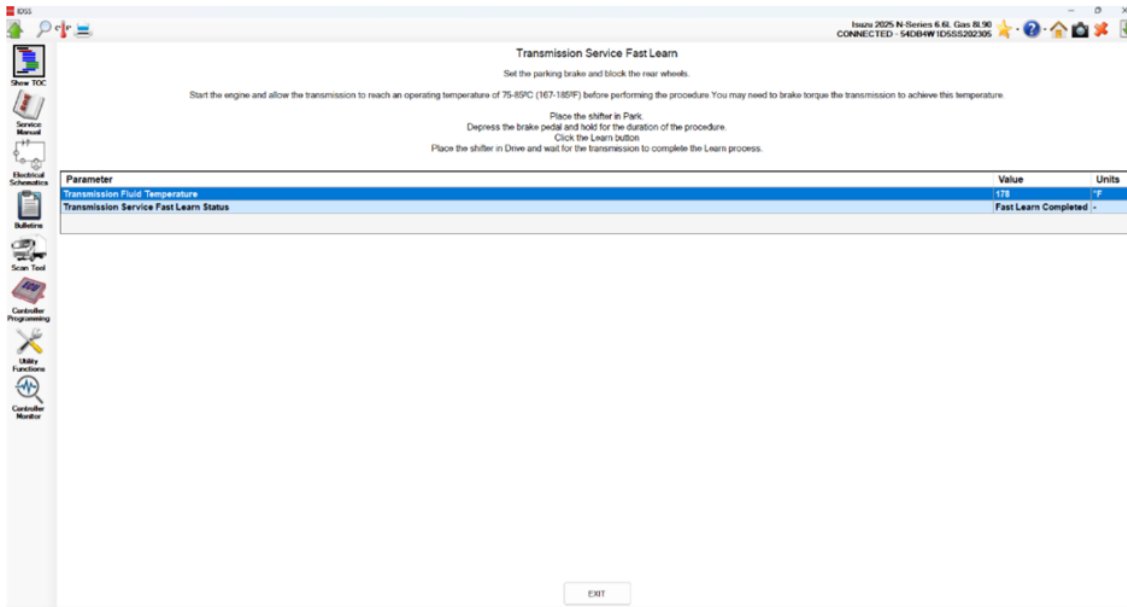


Figure 2

13. Once the Transmission Fast Learn Procedure is completed, put the selector lever into the “P” Park position, release the brake pedal and turn off the ignition for at least one (1) minute.

Dealer Responsibility

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through the end date as noted in the Attention box. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through the end date as noted in the Attention box, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM Global Connect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of sample customer letter included with this bulletin).

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Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

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This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your GM vehicle may have a condition in which the powertrain combination will falsely set a fault diagnostic in the Transmission Control Module.

Your satisfaction with your vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will reprogram the Transmission Control Module (TCM). This service will be performed for you at **no charge until March 31, 2027**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. When scheduling your appointment, confirm with the dealer that they service Medium Duty Trucks.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

We truly appreciate you taking the time to update your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

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