

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6754  
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 20, 2023  
Subject: N232427130 - Customer Satisfaction Program  
Tire Size Reprogramming  
Models: 2023 Chevrolet 6500XD Medium Duty (LCF)  
To: All General Motors Medium Duty Dealers

General Motors is releasing Customer Satisfaction Program N232427130 today. The total number of U.S. vehicles involved is 45. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in the near future.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 20, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

## N232427130 Tire Size Reprogramming



Release Date: December 2023

Revision: 00

**Attention:** This program is in effect until January 31, 2026.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	6500XD Medium Duty (LCF)	2023	2023		

Involved vehicles are marked "Open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain 2023 model year Chevrolet 6500XD Medium Duty (LCF) vehicles, equipped with tire size 255/70R22.5 (RPO 5U5), the Mimamori Control Module (MMU) was not programmed with the correct tire size value. This error will cause the accumulated mileage value shown in the captured data to be incorrect. As a result, the Vehicle Health Report will incorrectly calculate mileage-based information such as the "next recommended service" date.
<b>Correction</b>	Dealers will inspect the vehicle's tires and reprogram the MMU to correct the mileage accumulation.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107106	Inspect Tire Size (GDS2) Only	0.2	ZFAT	N/A
9107042*	Inspect Tire Size (GDS2) and Reprogram MMU (SPS2)	0.4		

**Important:** \* To avoid warranty transaction rejections, carefully read and follow the instructions below:

Labour Time [\[Top\]](#)

Labour Operation Code:

Additional labour op code information:

SPS Warranty Claim Code:

6125814

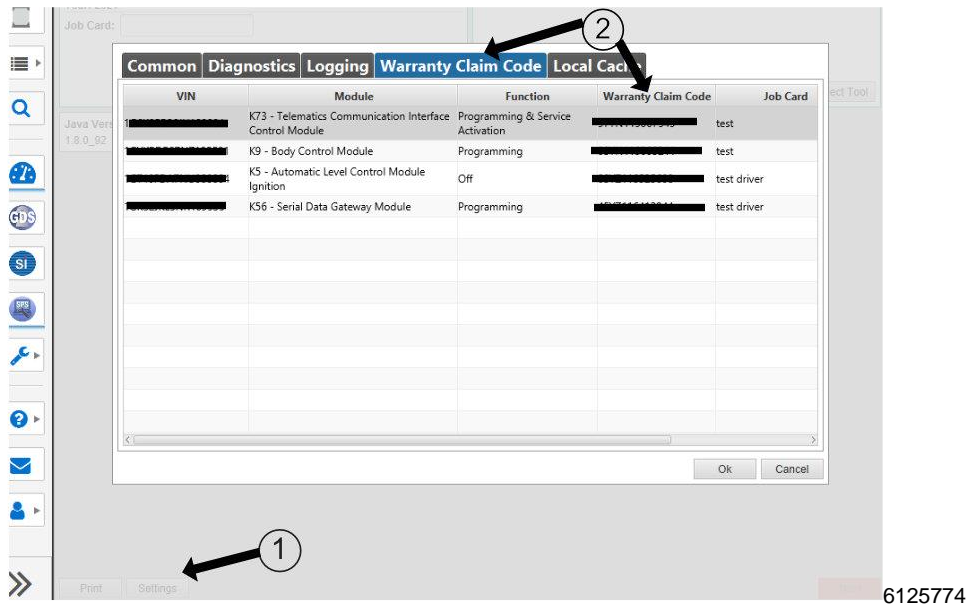
- The Warranty Claim Code from the programming event must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

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### Warranty Claim Code Information Retrieval



If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. Select the Warranty Claim Code tab (2).

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

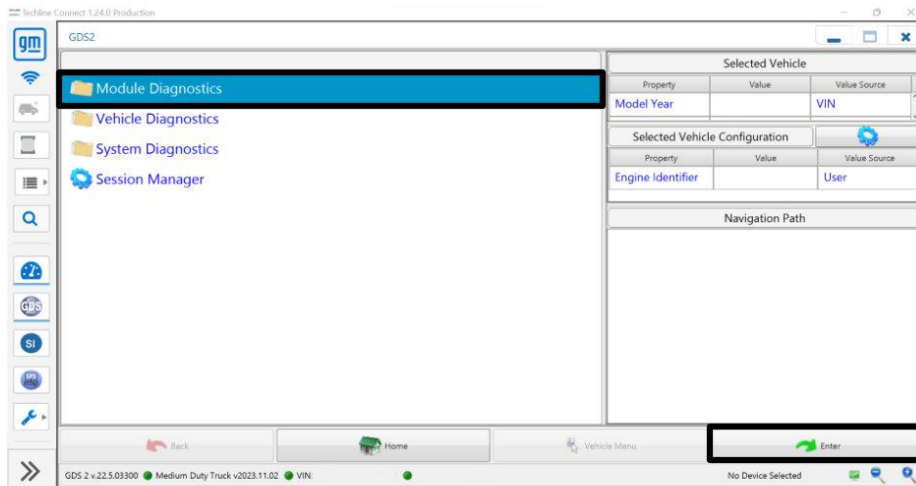
### Service Procedure

1. Physically inspect the vehicle's tires and record the tire's size value. The tire size should be 255/70R22.5.
  - If the tire size **IS NOT** 255/70R22.5, contact the GM Technical Assistance Center at 877-446-8227 for further assistance.
  - If the tire size **IS** 255/70R22.5, continue to step 1 of MMU Configuration.

# Customer Satisfaction Program N232427130 Tire Size Reprogramming

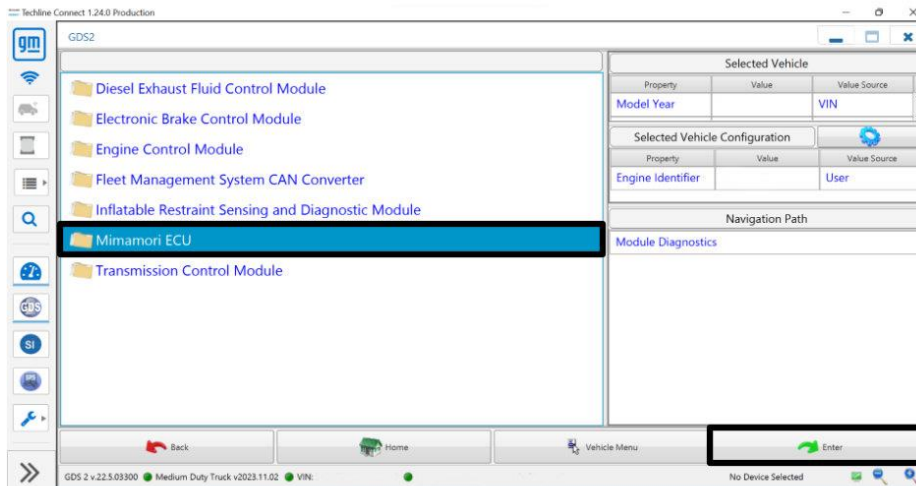


## MMU Configuration



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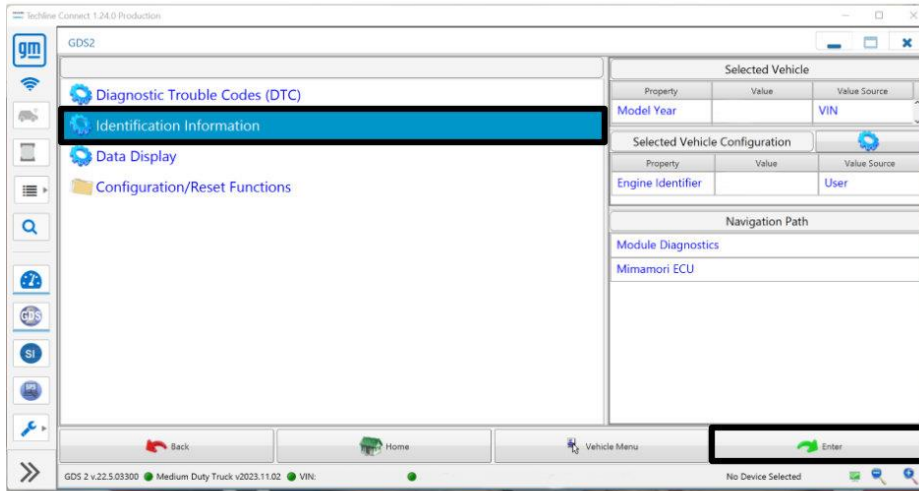
1. To check current Tire Size value, go to GDS2, select "Module Diagnostics." Press "Enter."



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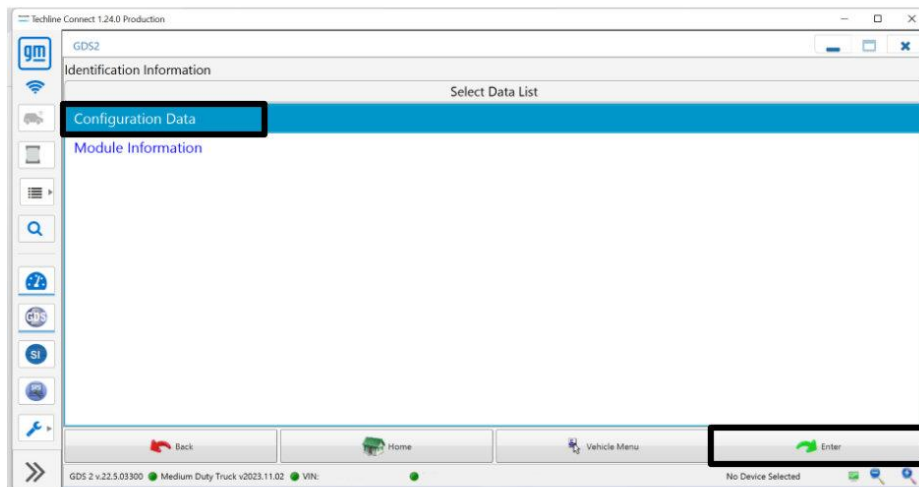
2. Select "Mimamori ECU." Press "Enter."

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3. Select "Identification Information." Press "Enter."

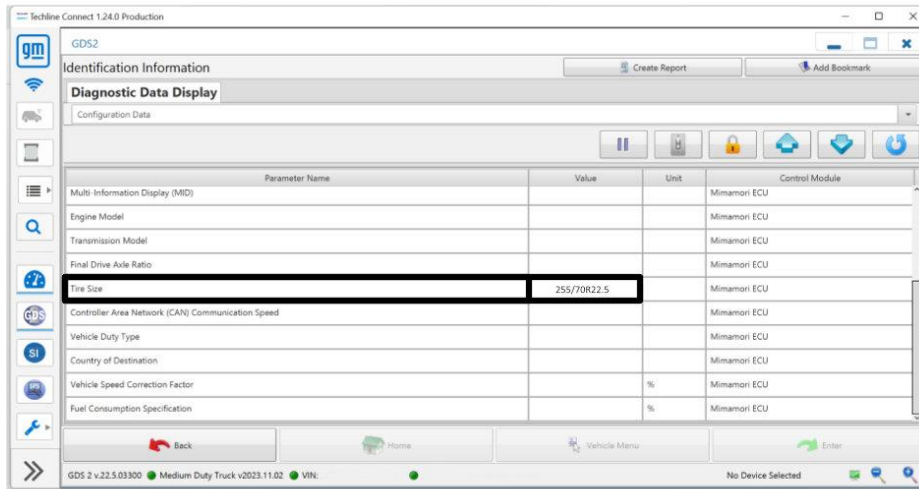


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4. Select "Configuration Data." Press "Enter."

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5. Scroll down the Parameter Names until you find “Tire Size.” Verify that the tire size is 255/70R22.5 under the “Value” row.
  - If the value that was recorded is 255/70R22.5 and the MMU value is 255/70R22.5, the tire size value is CORRECT. No further action is required.
  - If the value that was recorded is 255/70R22.5 and the MMU is 11R22.5, the tire size value is INCORRECT. Continue to the next step to configure the correct tire value.

**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

**Note:** Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

**Important:** The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.

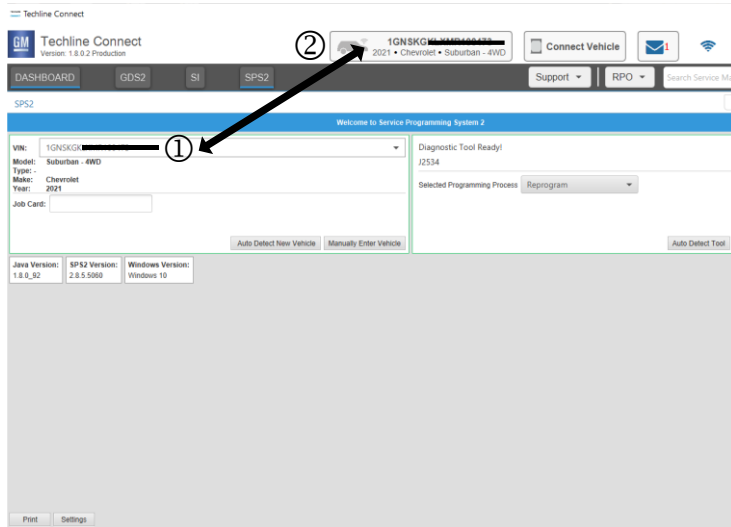
# Customer Satisfaction Program

## N232427130 Tire Size Reprogramming



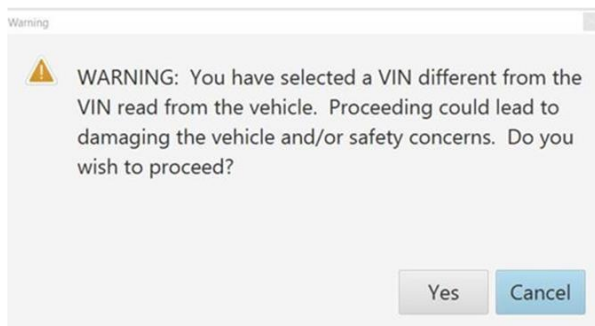
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

**Caution:** Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.



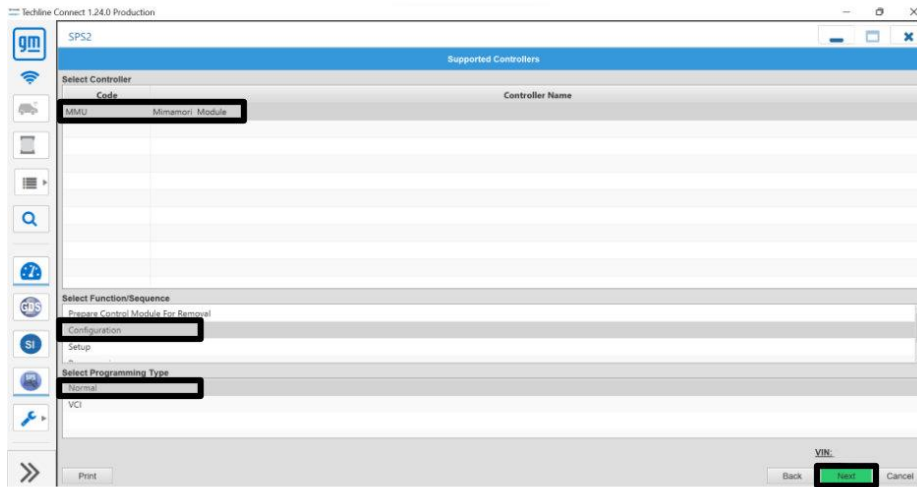
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**Important:** If the vehicle VIN DOES NOT match, the message below will be shown.



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# Customer Satisfaction Program N232427130 Tire Size Reprogramming

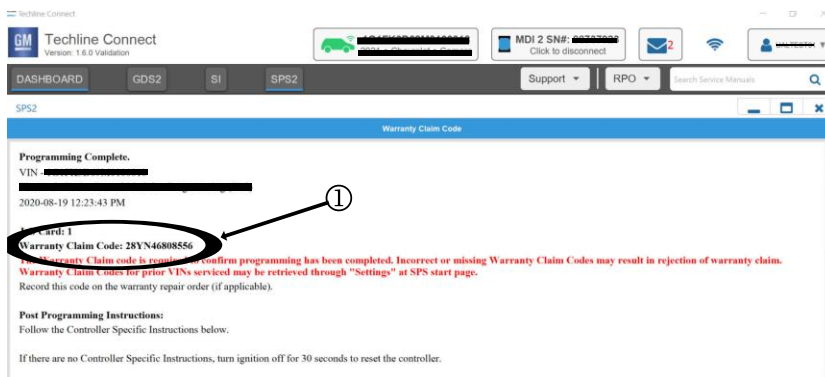


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- At this screen, select MMU under “Select Controller”, then under “Select Functions/Sequence” select Configuration. Ensure “Normal” is selected under “Select Programming Type.” Click Next.

**Important:** Techline Connect screens shown above.

**Important:** If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.



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**Note:** The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

**Important:** To avoid warranty transaction rejections, you MUST record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

- Record SPS Warranty Claim Code on job card for warranty transaction submission.
- Repeat Steps 1 through 5 to confirm the correct tire size value was programmed.

## 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



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## N232427130 Tire Size Reprogramming



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 January 31, 2026. 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 January 31, 2026, 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 GlobalConnect 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 customer letter included with this bulletin).



# Customer Satisfaction Program

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January 2024

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2023 model year Chevrolet 6500XD, equipped with tire size 255/70R22.5, the Mimamori Control Module (MMU) was not programmed with the correct tire size value. This error will cause the accumulated mileage value shown in the captured data to be incorrect. As a result, the Vehicle Health Report will incorrectly calculate mileage-based information such as the “next recommended service” date.

Your satisfaction with your 6500XD 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 inspect the vehicle’s tires and reprogram the MMU to correct the mileage accumulation. This service will be performed for you at **no charge until January 31, 2026**. 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 at the number listed below.

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.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

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 Chevrolet 6500XD provides you many miles of enjoyable driving.

Neelie O’Connor  
Global Executive Director  
Customer Experience Operations

N232427130