F/CMVSS Noncompliance Recall
N242447941 Blank Cluster Display

Release Date: July 2024 **Revision:** 01

Revision Description: This bulletin has been revised to emphasize that the radio **MUST** be programmed first before programming the cluster. Part damage to the cluster will occur if the radio is not updated first. A copy of the customer notification letter has also been added. Please discard all previous copies of bulletin N242447941.

Attention: If the Instrument Cluster display is blank, it will NOT accept USB programming. Part damage has already occurred, and the cluster will need to be replaced. Parts are currently not available. Please use the labor operation 9107389 "Instrument Panel Cluster Blank – Unable to Program".

This will NOT close out the recall and these vehicles **CANNOT** be sold or delivered to the customer. When parts become available, this bulletin will be revised to allow for the repair of these vehicles.

IMPORTANT: The radio **MUST** be programmed first before programming the cluster. Part damage to the cluster will occur if the radio is not updated first.

Vehicles involved in this recall were placed on stop delivery June 20, 2024, under N242447940. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	XT5	2024	2025	UHS	DISPLAY INSTRUMENT - DRIVER INFO ENHANCED (MULTI COLOR ENHANCED GRAPHIC)
Cadillac	XT6	2024	2025		

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.

Condition	General Motors has decided that certain 2024-2025 model year Cadillac XT5 and Cadillac XT6 vehicles fail to conform to S5.3.3 of Federal/Canada Motor Vehicle Safety Standard (F/CMVSS) No. 101, "Controls and displays," and S9.3 and S9.8 of F/CMVSS No. 108, "Lamps, reflective devices, and associated equipment." Under some conditions, indicator lights located in the vehicle's instrument panel for the activation of turn signals, hazard warning flashers and high-beam headlights may fail to illuminate as required. Drivers may not be made aware that turn signals, hazard warning flashers or high-beam headlights are or remain unintentionally activated, potentially confusing or distracting pedestrians and other road users and increasing the risk of a crash.
Correction	Dealers will update the instrument cluster and radio software. For certain vehicles, this will require the replacement of the instrument cluster assembly.

Parts

No parts are required for this repair.

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Warranty Information

IMPORTANT: The radio **MUST** be programmed first before programming the cluster. Part damage to the cluster will occur if the radio is not updated first.

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107388*	Instrument Cluster and Radio Programming (USB Only)	1.2	ZFAT	N/A
9107389	Instrument Panel Cluster Blank – Unable to Program	0.2	ZFAT	N/A
9107580	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	**

Note: To avoid having to "H" route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

Floor Plan Reimbursement – NEW INVENTORY ONLY

** **USA & Canada Dealers Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (June 20, 2024) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 38 days).

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2024 Cadillac XT5	$18.31	$14.40
2025 Cadillac XT5	N/A	N/A
2024 Cadillac XT6	$20.12	$12.80
2025 Cadillac XT6	N/A	N/A

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

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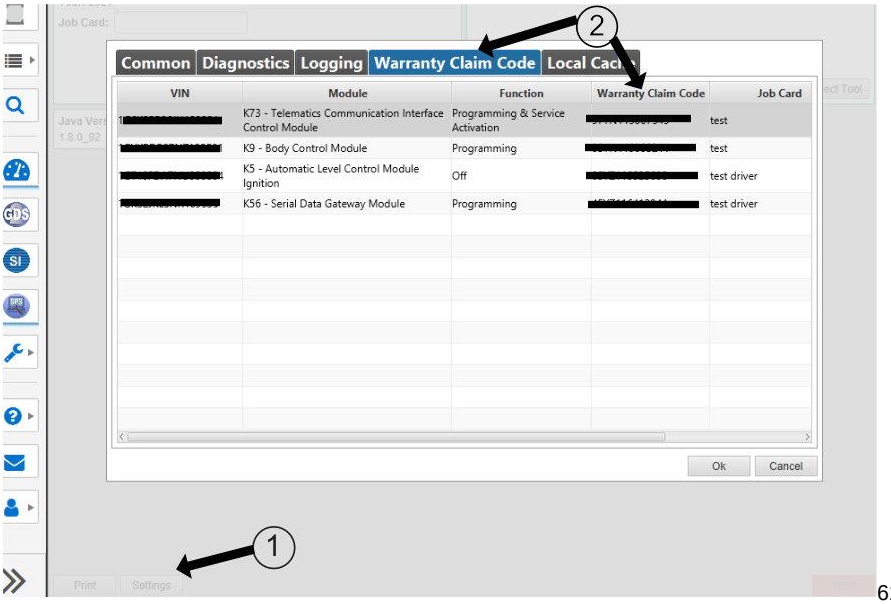
- The Warranty Claim Code from the programming event must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job 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.

Warranty Claim Code Information Retrieval



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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

IMPORTANT: The radio **MUST** be programmed first before programming the cluster. Part damage to the cluster will occur if the radio is not updated first.

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.

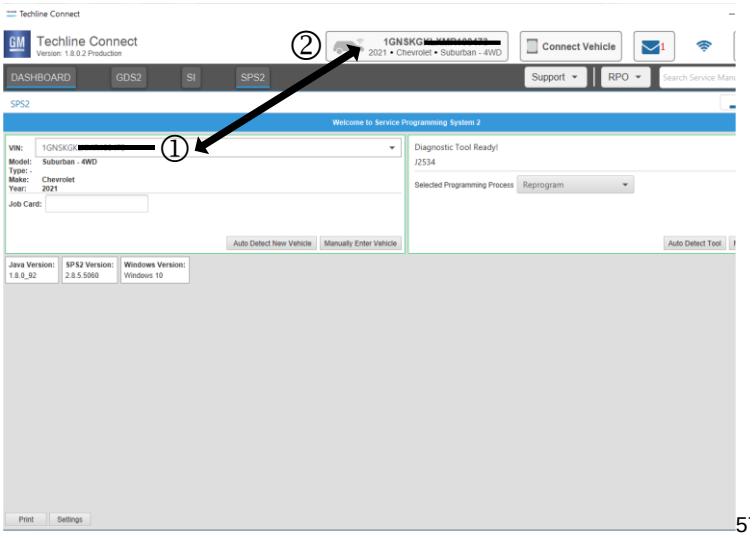
Note: Carefully read and follow the instructions below.

- 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 for further information. If not available, connect a fully charged 12 V 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.
- 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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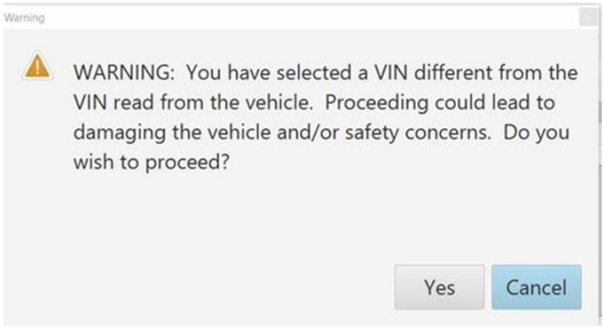
Important: If the vehicle VIN DOES NOT match, the message below will be shown.



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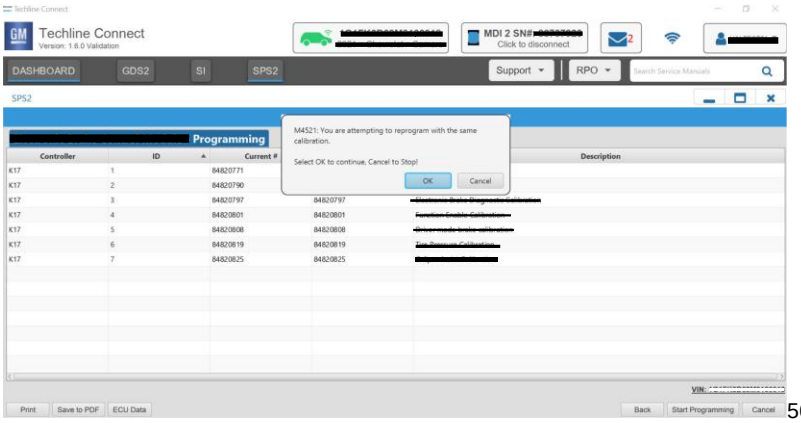

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Important: Techline Connect screens shown above.

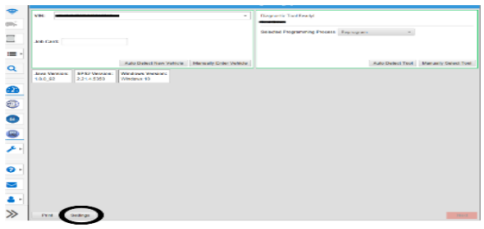
Important: If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to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

Important: YOU MUST follow the bullet points below:

- **Use a USB C type flash drive for the vehicle, it is not recommended to use an adapter as this may cause the programming event to fail.**
- **USB 3.0 & above with FAT32 format.**
- **Minimum size 16GB, maximum size 32GB.**

Important: USB flash drive MUST BE FORMATTED with Windows prior to programming.

1. Vehicle ON, all systems ON.
2. Verify Instrument Cluster display functions as designed and DOES NOT have a blank screen condition.
   - 2.1 If the Instrument Cluster display is blank, it will NOT accept USB programming. Part damage has already occurred, and the cluster will need to be replaced. Parts are currently not available. Please use the labor operation 9107389. This will NOT close out the recall.
   - 2.2 If the Instrument Cluster is NOT blank, proceed to the step 3.
3. Launch SPS.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4. Select “Settings”.

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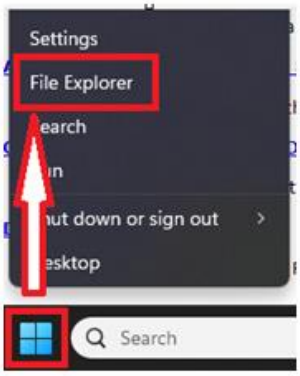
5. Select “Local Cache” (1) tab.
6. Select “Clear” tab (2) and then “OK”.

IMPORTANT: The radio **MUST** be programmed first before programming the cluster. Part damage to the cluster will occur if the radio is not updated first.

Note: Complete only the USB File Transfer for the A11 Radio. Do NOT perform the SPS programming.

7. Perform the USB file transfer for the A11 Radio. Refer to *A11 Radio: Programming and Setup* in SI.
8. Connect a USB drive to the computer.
9. Perform a Quick Format on the USB drive to FAT32.



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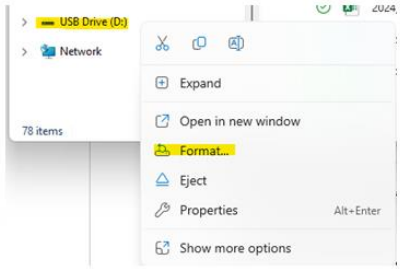
9.1. Right Click windows logo and select File Explorer.



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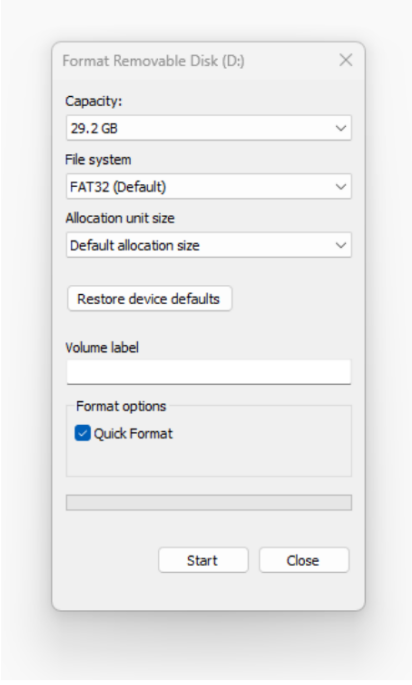

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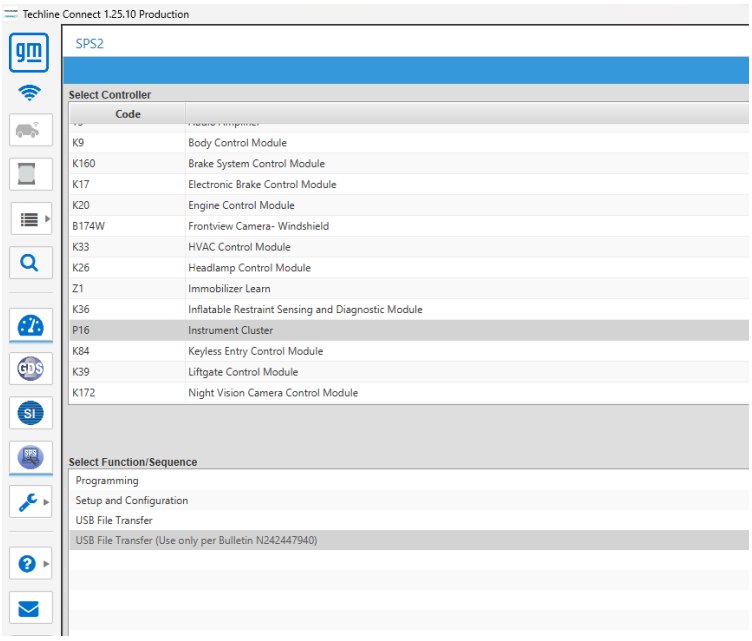
9.2. Right click on the USB drive in File Explorer and select format.

10. Access the Service Programming System (SPS) and follow the on-screen instructions.



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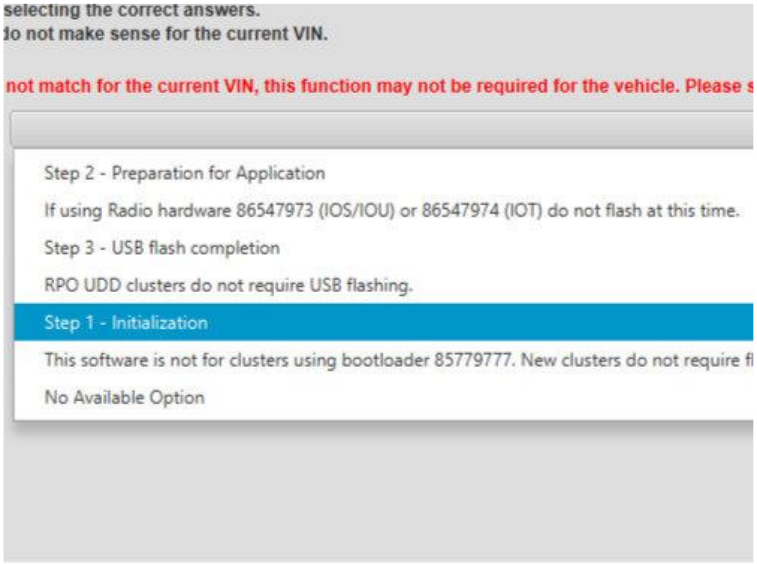
11. On the SPS Supported Controllers screen, select P16 Instrument Cluster – USB File Transfer (Use only per Bulletin N242447940).



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Important: USB programming MUST be followed in the correct order (step 1, 2, and then 3), otherwise damage to the cluster may occur.

12. On the SPS Post Option Questions screen, select the appropriate step.
13. Ignition ON, infotainment system ON.
14. Connect the USB drive to the USB port in the vehicle.

Note: The radio may go black and restart multiple times during the update, please do not shut the vehicle off if this happens, this is a normal part of the programming process.

15. The infotainment system will recognize that update files are available. Follow the infotainment display on-screen instructions and select Update when prompted.

Note: Once the update is initiated, there is no need to monitor the progress.

16. Upon completion of programming, remove the USB drive.
17. Ignition OFF, all systems OFF. Allow the vehicle to remain OFF for at least 2 minutes before proceeding.

Important: Ensure that all three USB File Transfers are completed in their correct sequence following the on-screen instructions in SPS. Performing this out of sequence will result in the Instrument Cluster not programming properly and may cause damage to the cluster beyond recovery.

18. Repeat steps 8-17 until all sections of the USB File Transfer are complete.

Note: If you receive an Update Failed screen, remove the USB, turn the vehicle OFF, and return to step 6. The update should continue where it stopped.

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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.

19. Record SPS Warranty Claim Code on job card for warranty transaction submission.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this recall must be held and inspected/repaired 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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open recall and make every reasonable effort to implement the program correction as set forth in this bulletin prior to 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 recall. 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 recall may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

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

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

IMPORTANT SAFETY RECALL

August 2024

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

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2024-2025 model year Cadillac XT5 and Cadillac XT6 vehicles fail to conform to S5.3.3 of Federal Motor Vehicle Safety Standard (FMVSS) No. 101, "Controls and displays," and S9.3 and S9.8 of FMVSS No. 108, "Lamps, reflective devices, and associated equipment." As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall N242447941.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Under some conditions, indicator lights located in the vehicle's instrument panel for the activation of turn signals, hazard warning flashers and high-beam headlights may fail to illuminate as required. Drivers may not be made aware that turn signals, hazard warning flashers or high-beam headlights are or remain unintentionally activated, potentially confusing or distracting pedestrians and other road users and increasing the risk of a crash.

What will we do?

Your GM dealer will update the instrument cluster software. For certain vehicles, this will require the replacement of the instrument cluster assembly. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 1 hour and 20 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have 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
Cadillac	1-800-333-4223
Puerto Rico – English	1-866-467-9700
Puerto Rico – Español	1-866-467-9700
Virgin Islands	1-866-467-9700

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to http://www.nhtsa.gov. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 24V459.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto
Vice President
Global Product Safety and Systems

GM Recall: N242447941