

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5547
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 20, 2020

Subject: N202317390 - Customer Satisfaction Program
Brake System Control Module Internal Fault

Models: 2021 Cadillac Escalade, Escalade ESV
2021 Chevrolet Suburban, Tahoe
2021 GMC Yukon, Yukon XL

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N202317390 today. The total number of U.S. vehicles involved is approximately 67,599. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on November 3, 2020.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated October 21, 2020 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N202317390 Brake System Control Module Internal Fault



Release Date: October 2020

Revision: 00

Attention: This program is in effect until November 30, 2022.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2021	2021		
	Escalade ESV				
Chevrolet	Suburban				
	Tahoe				
GMC	Yukon				
	Yukon XL				

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	Certain 2021 model year Cadillac Escalade, Escalade ESV, Chevrolet Tahoe, Suburban, GMC Yukon and Yukon XL vehicles may have a condition in which the brake system control module (BSCM) may set and latch an internal fault in the module's on-board diagnostics (OBD) buffer. When the fault is present, no malfunction indicator lamp (MIL) is illuminated and there is no driver information center (DIC) message. If an over the air (OTA) software update is pushed to an OBD module and the customer accepts it through the Infotainment system, the update will fail because the presence of the active fault will block the OTA update. The customer may notice that the OTA update has failed with an error message on the DIC. This fault is not visible through dealer tools.
Correction	Dealers are to reprogram the BSCM.

Parts

No parts are required for this software update.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105261*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9105262*	Brake System Control Module Reprogramming with SPS	0.3		

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

- The Warranty Claim Code 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 SPS/SPS2.

Warranty Claim Code Information Retrieval

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

- Open TLC/TIS on the computer used to program the vehicle.
- Select and start SPS/SPS2.
- Select Settings.
- Select the Warranty Claim Code tab.

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

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.

Customer Satisfaction Program

N202317390 Brake System Control Module Internal Fault



- 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 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Ensure the ignition is turned OFF, load on the vehicle's battery such as; interior lights, exterior lights (including daytime running lights), HVAC, etc. may affect the download process.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

The screenshot shows the Techline Connect software interface. At the top, there is a navigation bar with 'DASHBOARD', 'GDS2', 'SI', and 'SPS2' tabs. The 'SPS2' tab is active. A warning dialog box is displayed in the center, with the text: 'M4521: You are attempting to reprogram with the same calibration. Select OK to continue, Cancel to Stop!'. Below the dialog box is a table with the following data:

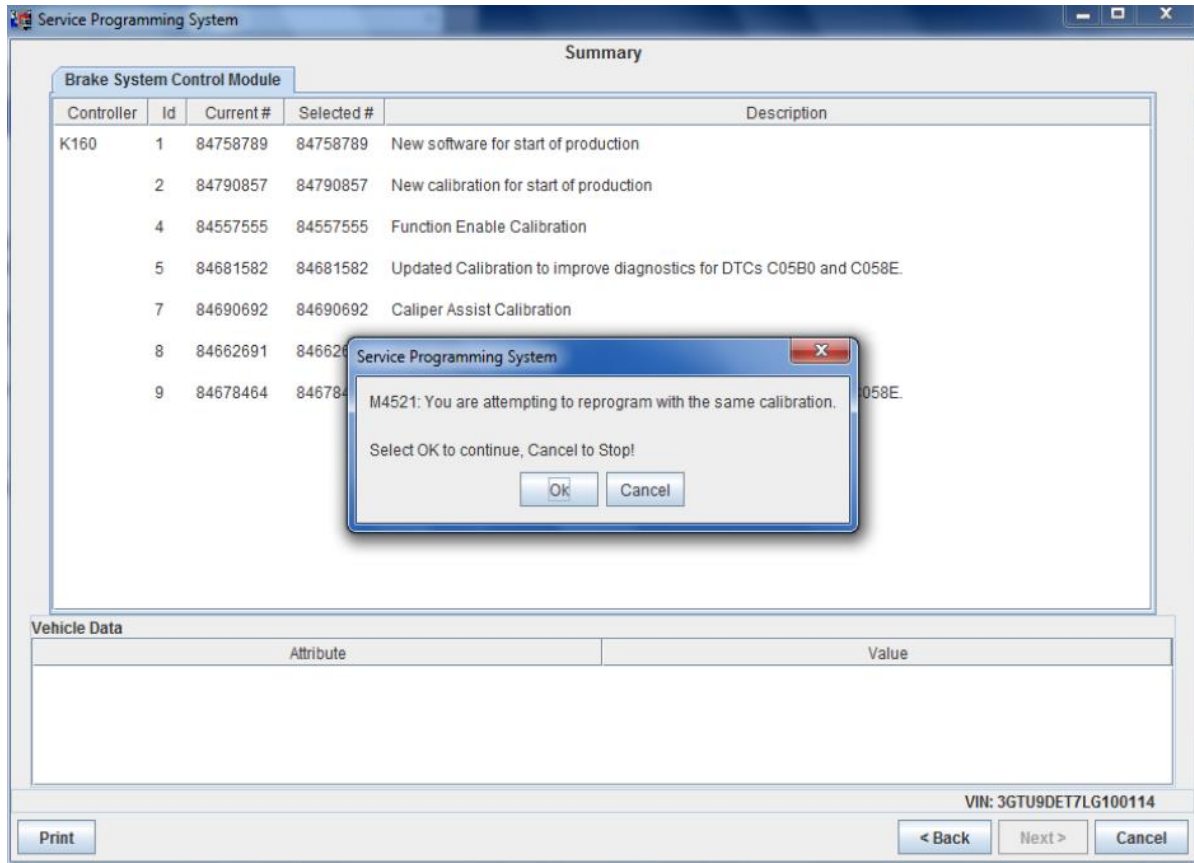
Controller	ID	Current #	Description
K17	1	84820771	
K17	2	84820790	
K17	3	84820797	84820797 Electronic Brake Diagnostic Calibration
K17	4	84820801	84820801 Function Enable Calibration
K17	5	84820808	84820808 Driver mode brake calibration
K17	6	84820819	84820819 Tire Pressure Calibration
K17	7	84820825	84820825 Caliper Assist Calibration

At the bottom of the interface, there are buttons for 'Print', 'Save to PDF', 'ECU Data', 'Back', 'Start Programming', and 'Cancel'. The VIN field is partially visible at the bottom right.

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Customer Satisfaction Program

N202317390 Brake System Control Module Internal Fault



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Important: Techline Connect and TIS2WEB screens shown above.

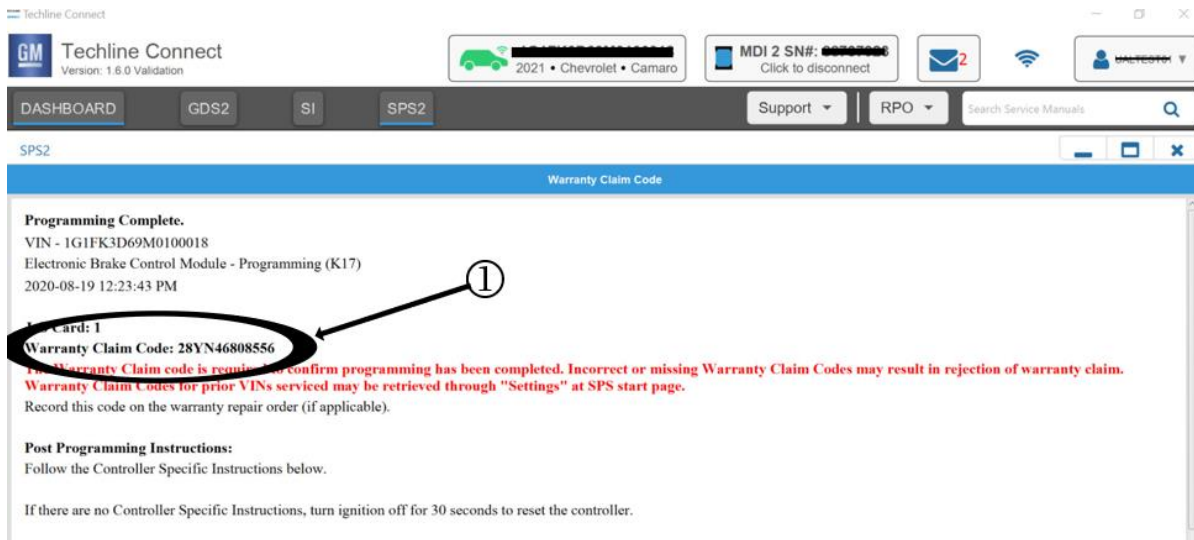
Important: If the same calibration/software warning is noted on the TLC or SPS Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer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

Important: When programming a module in GM's new Vehicle Intelligence Platform, or VIP, the power mode (ignition) needs to be off or errors may occur. This involves the 2020 Chevrolet Corvette, Cadillac CT5 and CT4, as well as the upcoming 2021 full-size Chevrolet, GMC, Cadillac SUVs and Buick Envision. Serial Data Message Authentication also needs to have the ignition off.

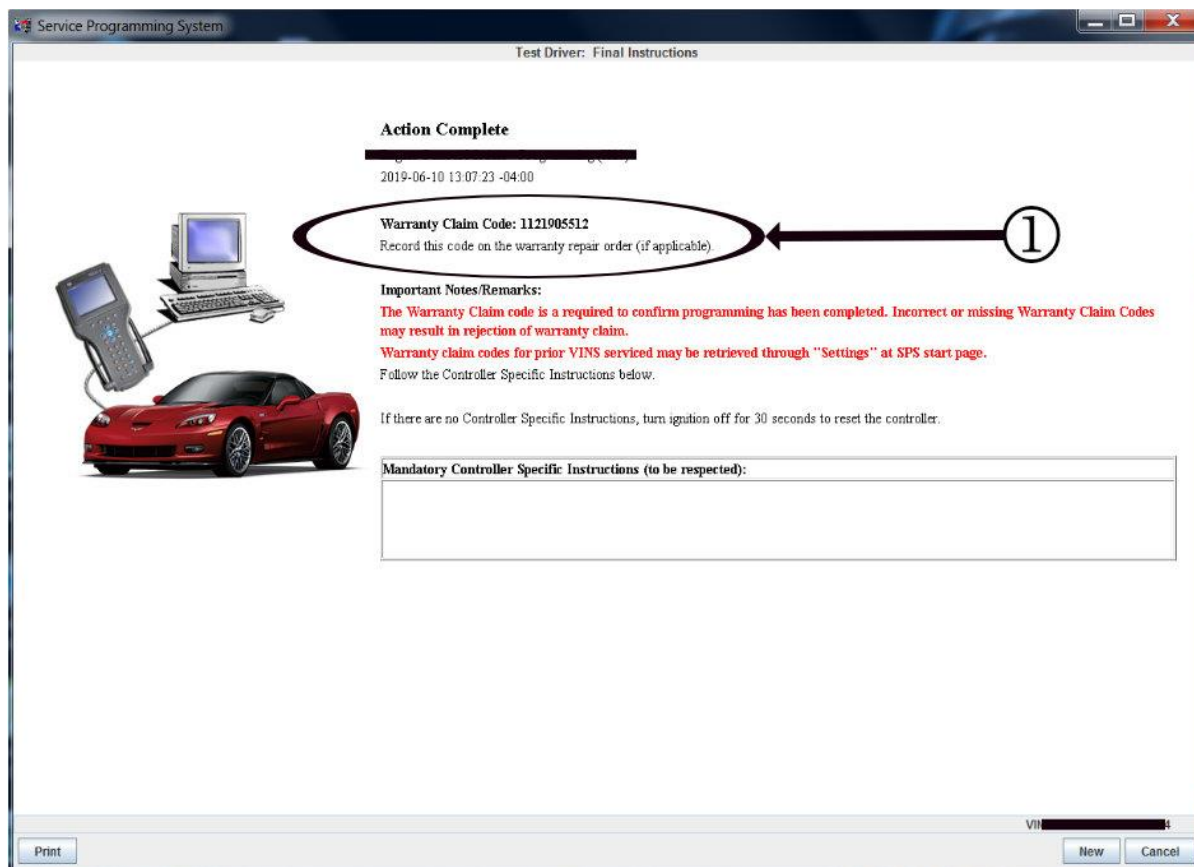
1. Reprogram the brake system control module. Refer to *K160 Brake System Control Module: Programming and Setup* in SI.

Customer Satisfaction Program

N202317390 Brake System Control Module Internal Fault



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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.

Customer Satisfaction Program

N202317390 Brake System Control Module Internal Fault



Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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 Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) 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 CPOIS system, or once again be used in the CTP 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 November 30, 2022. 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, through November 30, 2022, whenever a vehicle subject to this field action 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 field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

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.

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 program 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

Customer Satisfaction Program

N202317390 Brake System Control Module Internal Fault



November 2020

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

Dear General Motors Customer:

We have learned that your 2021 model year Cadillac Escalade, Escalade ESV, Chevrolet Tahoe, Suburban, GMC Yukon or Yukon XL vehicle may have a condition in which the brake system control module (BSCM) may set an internal fault. When the fault is present, no malfunction indicator lamp (MIL) is illuminated and there is no driver information center (DIC) message. If an over the air (OTA) software update is pushed to the vehicle (where available) and the customer accepts it, the update will fail, and an error message will show on the DIC.

Your satisfaction with your GM 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 BSCM. This service will be performed for you at **no charge until November 30, 2022**. 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.

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.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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

N202317390