



Preliminary Information

PIC6424 Replacement Active Safety Control Modules May Fail During Programming

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Enclave	2018	All	All	All	All
Buick	Verano	2017 - 2019	All	All	All	All
Buick	Envision	2017	All	All	All	All
Buick	Excelle GX	2017 - 2018	All	All	All	All
Buick	Lacrosse	2017 - 2019	All	All	All	All
Cadillac	CTS	2017	All	All	All	All
Cadillac	CT6	2017 - 2018	All	All	All	All
Cadillac	Escalade	2017 - 2018	All	All	All	All
Cadillac	Escalade ESV	2017 - 2018	All	All	All	All
Cadillac	XT5	2017 - 2018	All	All	All	All
Chevrolet	Traverse	2018	All	All	All	All
Chevrolet	Malibu	2017 - 2018	All	All	All	All
GMC	Acadia	2018	All	All	All	All

Involved Region or Country	North America
Condition	A customer may see a service drivers assist message in the DIC after Active Safety Control module replacement
Cause	There is a software mismatch between the new hardware and the software being delivered through Tis2Web

Correction:

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern.

Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3487198	Active Safety Control Module programming error	0.3 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	1
Modified	12/03/2020 - Created on.



GENERAL MOTORS