

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5707
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 08, 2021

Subject: N202326120 - Service Update
Air Ride Adaptive Suspension Incorrect Calibration

Models: 2021 Cadillac Escalade, Escalade ESV
2021 Chevrolet Suburban, Tahoe
2021 GMC Yukon XL
Equipped with Suspension System - FRT & RR, AIR (RPO F47)

To: All General Motors Dealers

General Motors is releasing Service Update N202326120 today. The total number of U.S. vehicles involved is approximately 14. Please see the attached bulletin for details.

Involved vehicles will be repaired either through dealer repairs as described in this bulletin or through over the air (OTA) programming. Dealers can and should perform the procedure in this bulletin on any vehicle with an "open" status on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management system. Due to the fact that vehicles will be closed in IVH through successful OTA programming, dealers should always check the status in IVH before performing any vehicle repairs.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated March 8, 2021. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N202326120 Air Ride Adaptive Suspension Incorrect Calibration



Release Date: March 2021

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Involved vehicles will be repaired either through dealer repairs as described in this bulletin or through over the air (OTA) programming. Dealers can and should perform the procedure in this bulletin on any vehicle with an "open" status on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management system. Due to the fact that vehicles will be closed in IVH through successful OTA programming, dealers should always check the status in IVH before performing any vehicle repairs.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade; Escalade ESV	2021	2021	F47	Suspension System-FRT & RR, AIR
Chevrolet	Suburban				
	Tahoe				
GMC	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 Suburban, Tahoe and GMC Yukon XL full size utility vehicles may have incorrect calibration values in the Vehicle Leveling Module (VLM) software for air ride adaptive suspension. The incorrect calibration will use the incorrect loaded ride height which is 0.6 inches lower than the normal ride height.
Correction	Dealers are to reprogram the VLM module.

Parts

No parts are required for this software update.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105396*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9105397*	K5 Automatic Level 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:

1. Open TLC/TIS on the computer used to program the vehicle.
2. Select and start SPS/SPS2.
3. Select Settings.
4. 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.

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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.
- 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.

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

The screenshot shows the Techline Connect SPS2 interface. At the top, there is a header with the GM logo and 'Techline Connect Version: 1.8.0.2 Production'. Below this is a navigation bar with 'DASHBOARD', 'GDS2', 'SI', and 'SPS2' buttons. A 'Connect Vehicle' button is also present. The main content area is titled 'Welcome to Service Programming System 2'. It features a form with a VIN field (1) and a vehicle information field (2). The VIN field contains '1GNSKGG...' and the vehicle information field shows '2021 • Chevrolet • Suburban - 4WD'. To the right of the form, it says 'Diagnostic Tool Ready! J2534' and 'Selected Programming Process: Reprogram'. There are buttons for 'Auto Detect New Vehicle', 'Manually Enter Vehicle', and 'Auto Detect Tool'. At the bottom, there are buttons for 'Print' and 'Settings'. System versions are displayed at the bottom: Java Version: 1.8_0_92, SPS2 Version: 2.8.5.5060, and Windows Version: Windows 10.

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Techline Connect
 GM Techline Connect
 Version: 1.6.0 Validation

DASHBOARD GDS2 SI SPS2 Support RPO Search Service Manuals

SPS2

Controller	ID	Current #	Description
K17	1	84820771	
K17	2	84820790	
K17	3	84820797	84820797
K17	4	84820801	84820801
K17	5	84820808	84820808
K17	6	84820819	84820819
K17	7	84820825	84820825

M4521: You are attempting to reprogram with the same calibration.
 Select OK to continue, Cancel to Stop!

Print Save to PDF ECU Data Back Start Programming Cancel

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Service Programming System

Summary

Controller	Id	Current #	Selected #	Description
	1	84758789	84758789	
	2	84790857	84790857	
	4	84557555	84557555	
	5	84681582	84681582	
	7	84690692	84690692	
	8	84662691	84662691	
	9	84678464	84678464	

M4521: You are attempting to reprogram with the same calibration.
 Select OK to continue, Cancel to Stop!

Vehicle Data

Attribute	Value

Print < Back Next > Cancel

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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

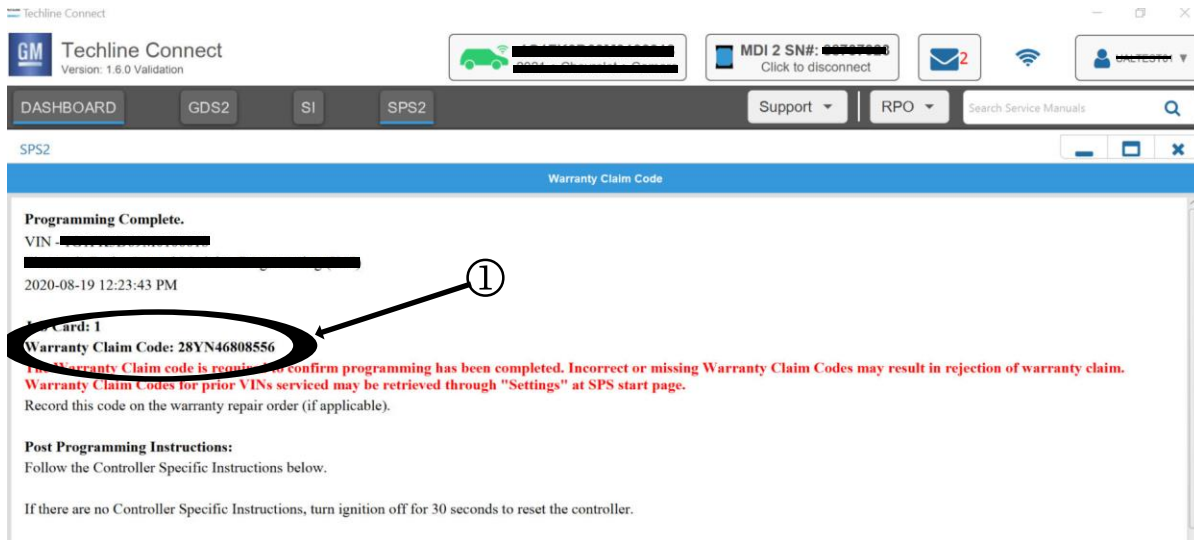
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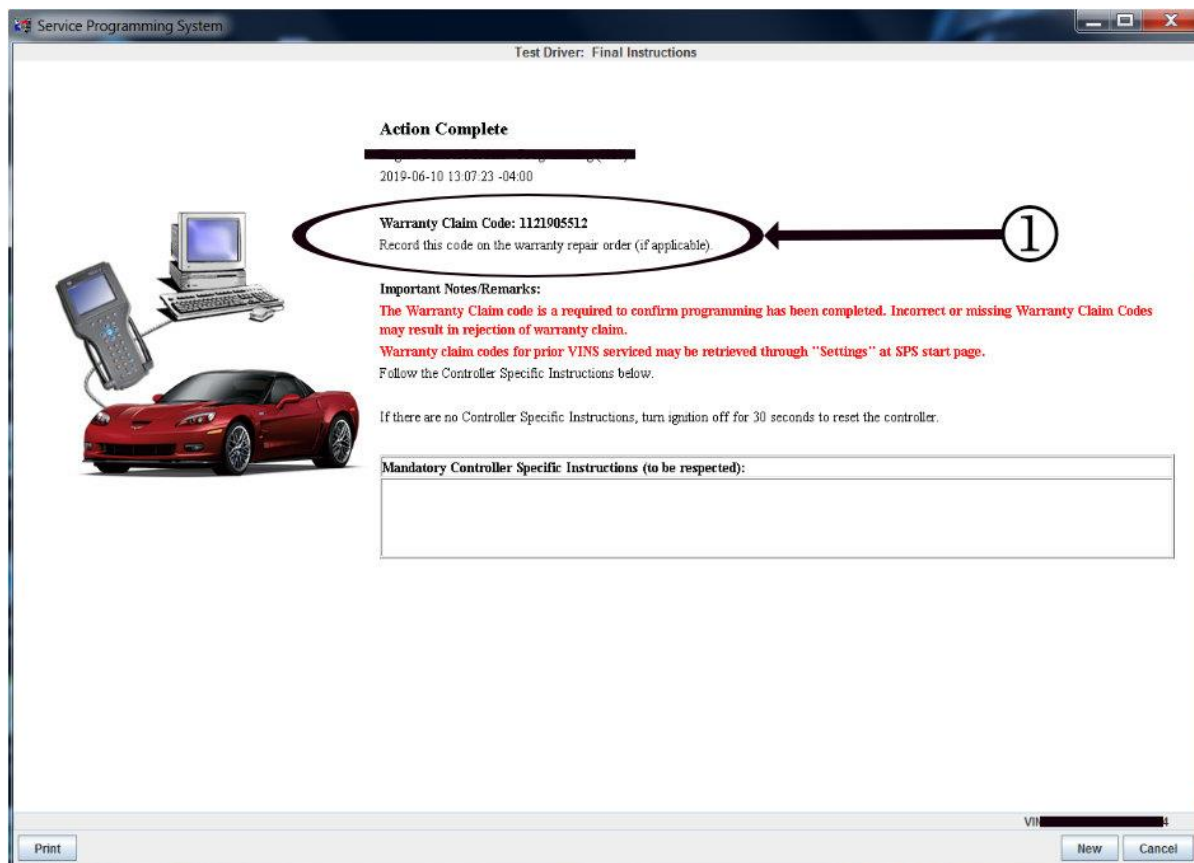


upcoming full-size Chevrolet, GMC, Cadillac SUVs and Buick Envision. Serial Data Message Authentication also needs to have the ignition off.

1. Reprogram the automatic level control module. Refer to *K5 Automatic Level Control Module: Programming and Setup* in SI.



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Note: The screenshots above are 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.

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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.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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.

Dealer Reports

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin 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 not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

