GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5741
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 1, 2021

Subject: N202324141 – Service Update
           Calibration for Performance Air Intake System

Models: 2021 Cadillac Escalade, Escalade ESV
           Equipped with Air Filter Accessory - Performance (RPO 5W7)

To: All General Motors Dealers

General Motors is releasing Service Update N202324141 today. The total
number of U.S. vehicles involved is approximately 33. Please see the
attached bulletin for details.

Important: Before programming the ECM, the dealer <u>MUST</u> Contact Techline
Customer Support Center 1-800-828-6860 (English) or 1-800-503-3222
(French) to have the Accessory Air Intake (5W7) calibration applied to the
vehicle.

<u>**Global Warranty Management (GWM)**</u>
The Required Field Action section on the Investigate Vehicle History (IVH) screen will
be updated April 2, 2021 or sooner. A list of involved vehicles is attached to this
message.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update
N202324141 Calibration for Performance Air Intake System

Attention:	This service update involves vehicles in dealer inventory only and will expire April 30, 2022.
	Important: Before programming the ECM, the dealer <u>MUST</u> Contact Techline Customer Support Center 1-800-828-6860 (English) or 1-800-503-3222 (French) to have the Accessory Air Intake (5W7) calibration applied to the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade Escalade ESV	2021	2021	5W7	Accessory-Air Filter - Performance

This service update should be performed on vehicles in dealer inventory and <u>must be</u> completed before customer delivery. 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	The affected 2021 model year Cadillac Escalade and Escalade ESV vehicles equipped with a performance air intake system (LPO 5W7) must be programmed by the dealer with the appropriate engine control module (ECM) calibrations for the performance air intake system installed on the engine in these vehicles prior to delivery to the customer.
Correction	Dealers will reprogram the ECM.

Parts

There are no parts required for this software update.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105411*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9105412*	Engine 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 TIS/TLC 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.

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 12 V 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.

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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, full-size

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


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1.   Verify RPO 5W7 Accessory Air Box Kit has been installed.

   1.1. If the air box is installed, continue to step 2.

   1.2. If the air box is not installed, contact your local Accessory Distributor and Installer (ADI). Canada dealers are to use the process specified in parts bulletin GMP2019-128R1.

   Important: Before programming the ECM, the dealer <u>MUST</u> Contact Techline Customer Support Center 1-800-828-6860 (English) or 1-800-503-3222 (French) to have the Accessory Air Intake (5W7) calibration applied to the vehicle.
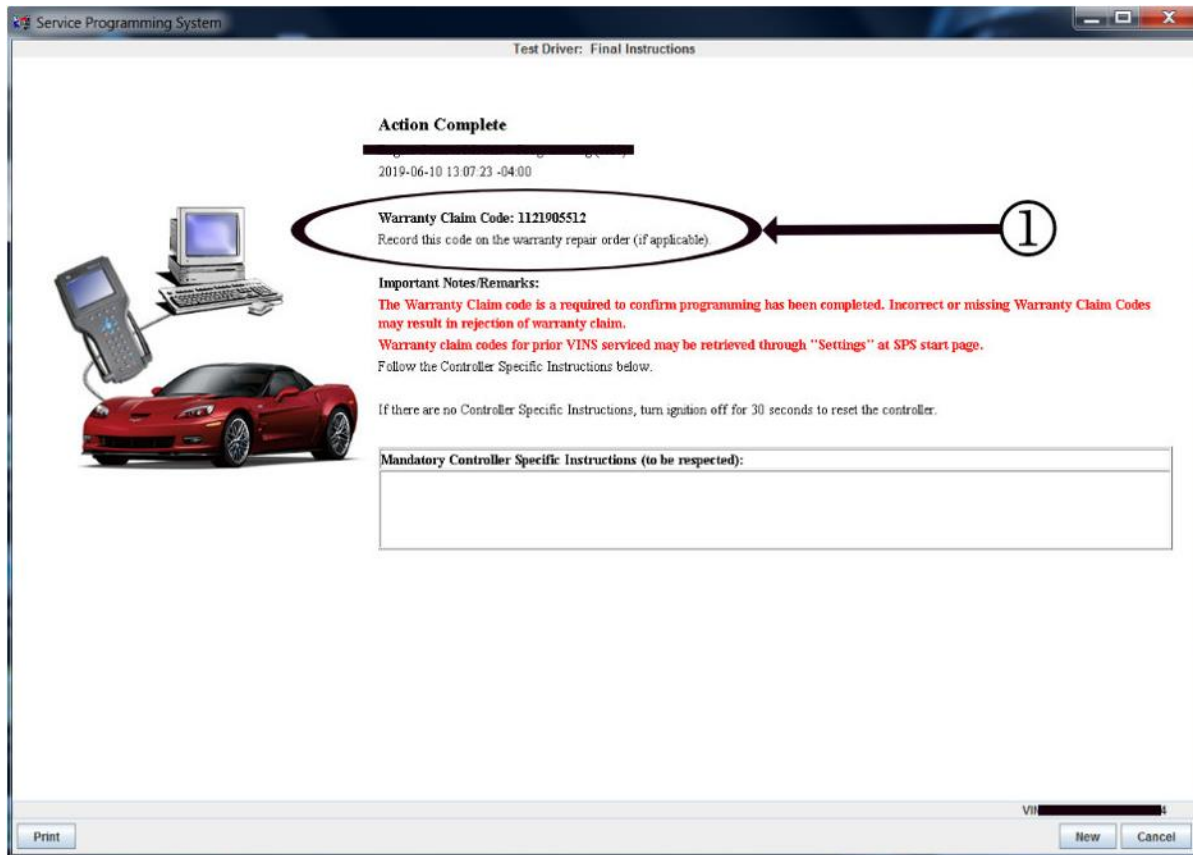
2.   Reprogram the Engine Control Module. Refer to *K20 Engine Control Module: Programming and Setup* in SI.
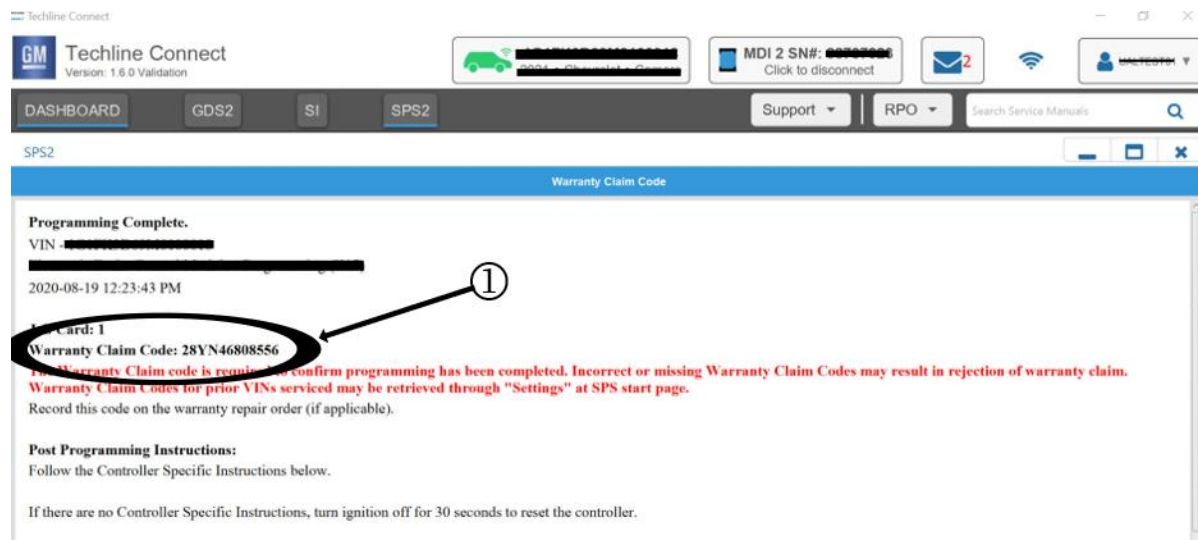
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Note: The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

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.

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

Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than April 30, 2022.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin <u>must</u> be held and inspected/repaired per the service procedure of this bulletin <u>before</u> 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.

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Voluntary Technician
Certification**