

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5760  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 15, 2021

Subject: REVISION – N202325460-02 - Service Update  
Radio Software Update  
Revised the warranty information table.

Models: 2021 Cadillac Escalade and Escalade ESV

To: All General Motors Dealers

This bulletin has been revised to update the warranty information table. It was discovered that an error had occurred when calculating the labor time allowance for Service Programming Systems (SPS) Radio Reprogramming via a USB drive on 2021 model year Full Size SUV (Tahoe, Suburban, Yukon, Escalade) vehicles. Please discard all previous copies of bulletin N202325460.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS

# Service Update

## N202325460 Radio Software Update



**Release Date:** April 2021

**Revision:** 02

**Revision Description:** This bulletin has been revised to update the warranty information table. It was discovered that an error had occurred when calculating the labor time allowance for Service Programming Systems (SPS) Radio Reprogramming via a USB drive on 2021 model year Full Size SUV (Tahoe, Suburban, Yukon, Escalade) vehicles. Please discard all previous copies of bulletin N202325460.

**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	2021	2021		
	Escalade ESV				

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.

<b>Condition</b>	On certain 2021 model year Cadillac Escalade vehicles, customers may notice a reduced catalog of in-vehicle apps available for download in the organic light-emitting diode (OLED) Infotainment System. Certain in-vehicle apps, including audio streaming apps, are not currently available on these Escalade vehicles due to an issue displaying album artwork.
<b>Correction</b>	Dealers are to reprogram the radio.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105403*	Radio Reprogramming with SPS (Includes USB Reprogramming, will generate a WCC.)	0.8	ZFAT	N/A
9105580	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration (No WCC)	0.2		

**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.

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### Service Procedure

**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](http://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.
- Please verify that the radio time and date are set correctly before inserting USB drive into vehicle for programming, otherwise an error will result.
- 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 interface. At the top, there is a navigation bar with 'DASHBOARD', 'GDS2', 'SI', and 'SPS2' tabs. The 'SPS2' tab is active. Below the navigation bar, there is a 'Welcome to Service Programming System 2' header. The main area contains a form for vehicle selection. The 'VIN:' field is a dropdown menu with the value '1GNSKGM...' selected, marked with a circled '1'. To the right of the VIN field, there is a vehicle icon with a circled '2'. Below the VIN field, the vehicle information is displayed: 'Model: Suburban - 4WD', 'Type: -', 'Make: Chevrolet', and 'Year: 2021'. There is also a 'Job Card:' field. To the right of the vehicle information, there is a 'Diagnostic Tool Ready!' status and a 'Selected Programming Process' dropdown menu with 'Reprogram' selected. At the bottom of the form, there are buttons for 'Auto Detect New Vehicle', 'Manually Enter Vehicle', and 'Auto Detect Tool'. The interface also shows system versions: 'Java Version: 1.8.0\_92', 'SPS2 Version: 2.8.5.5060', and 'Windows Version: Windows 10'. There are 'Print' and 'Settings' buttons at the bottom left.

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# Service Update N202325460 Radio Software Update



Techline Connect  
Version: 1.6.0 Validation

MDI 2 SN# [REDACTED]  
Click to disconnect

DASHBOARD GDS2 SI SPS2 Support RPO Search Service Manuals

SPS2

**Programming**

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

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

VIN: [REDACTED]

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Service Programming System

Summary

Controller	Id	Current #	Selected #	Description
[REDACTED]	1	84758789	84758789	[REDACTED]
[REDACTED]	2	84790857	84790857	New calibration for start of production
[REDACTED]	4	84557555	84557555	Factory Fresh Calibration
[REDACTED]	5	84681582	84681582	Update ECUCalibration according to the CT5, CT6, CT4, CT3, CT2, CT1
[REDACTED]	7	84690692	84690692	Customer Calibration
[REDACTED]	8	84662691	84662691	[REDACTED]
[REDACTED]	9	84678464	84678464	[REDACTED]

Vehicle Data

Attribute	Value

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

Print < Back Next > Cancel

VIN: [REDACTED]

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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

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

**Important:** It is important to ensure that the technician is inspecting the full information found within *Build Number*. To identify the current software installed in the radio requires the user to locate the *Build Number* to view the full software version file name. In the middle of this long file name look for 382. (The illustration below shows software version 377, thus that would be outdated.) The number would be numerically lower if the radio is not up to date, or numerically higher if newer versions were released and installed.

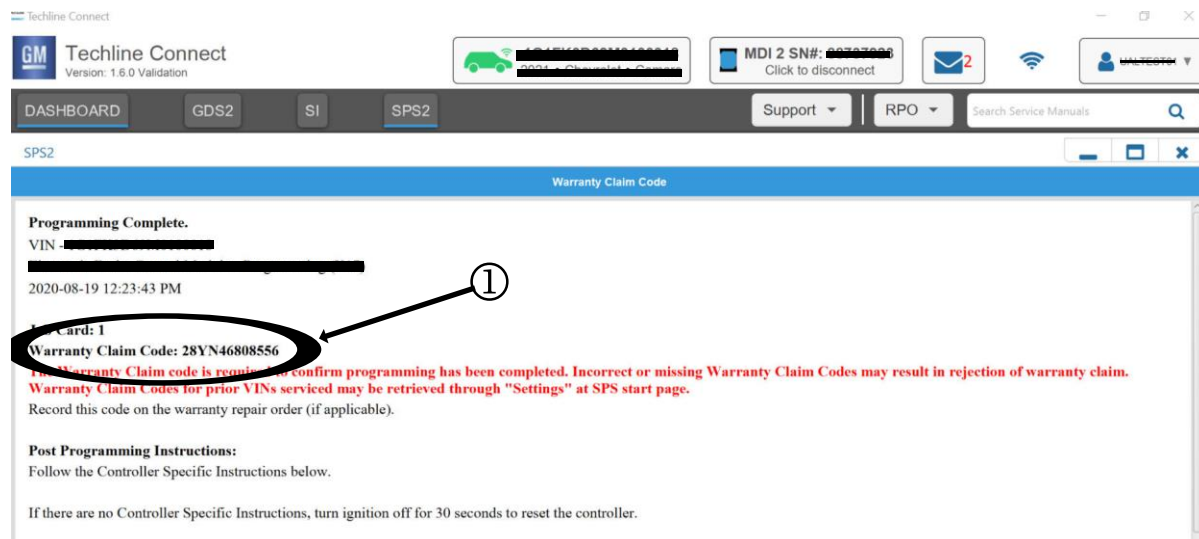


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1. Inspect the current radio software version. Navigate to Settings -> About -> Build Number to view and verify the software version.
  - If equal or greater than 382, this bulletin does not apply. Close out using the second 'verified module software' labor op. No WCC will be required.
  - If less than 382, update the radio software via USB. Proceed to Step 2.
2. Reprogram the Radio. Refer to *A11 Radio: Programming and Setup* in SI.

**Important:** Use the WCC generated by downloading software to the USB for warranty submission, otherwise the transaction will reject.

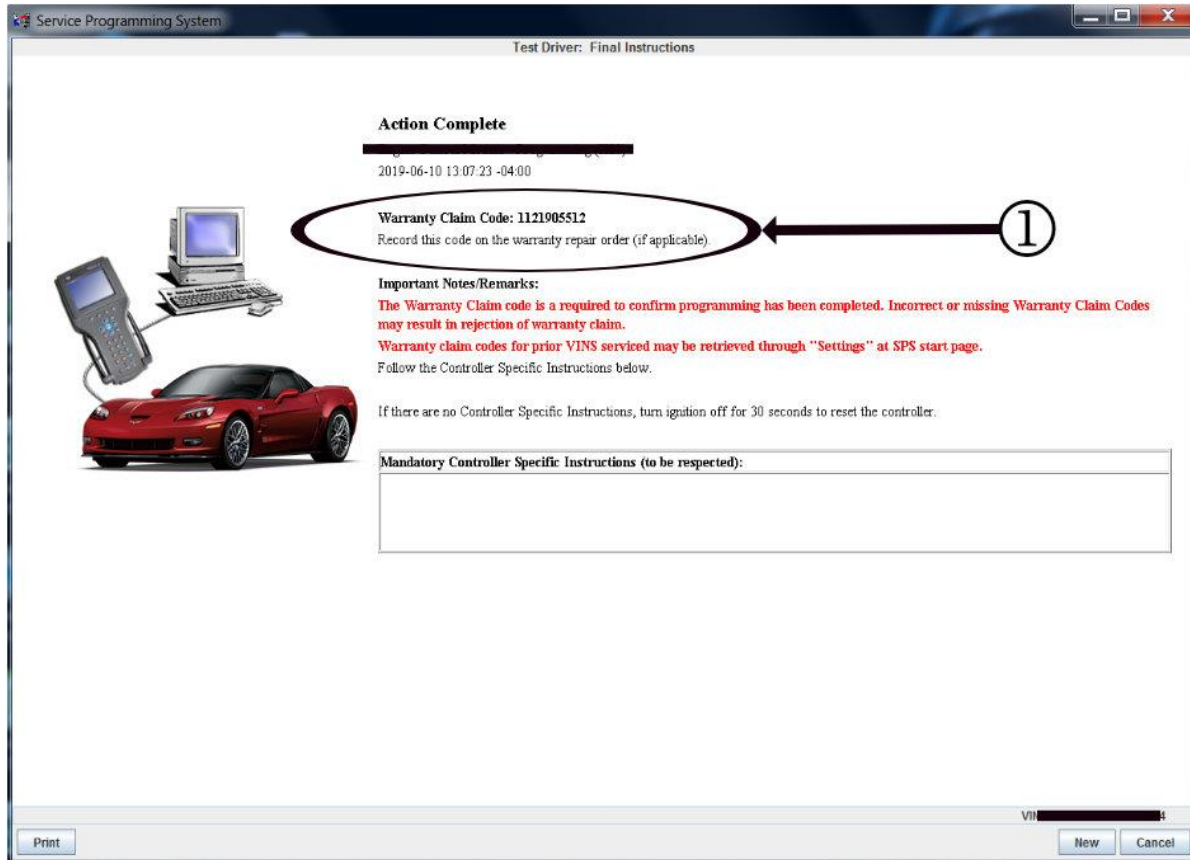
- Include the USB portion of the radio programming procedure.



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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.

- 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/repared 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.

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**