



Preliminary Information

PIC6424A Replacement Active Safety Control Modules May Fail During Programming

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	ATS	2013 - 2014	All	All	All	All
Cadillac	Escalade	2015	All	All	All	All
Cadillac	SRX	2013 - 2016	All	All	All	All
Cadillac	XTS	2013 - 2014	All	All	All	All

Involved Region or Country	United States, Canada, Mexico, Europe, Russia, Middle East, Iraq, Israel, Palestine, Japan, Cadillac Korea (South Korea), China - SGM
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	2
Modified	12/03/2020 - Created. 09/08/2021 - Update models, model years, and regions.



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