Customer Satisfaction Program
N222371310 Over The Air Update Causing Battery Drain

gm

| Release Date: | June 2022 | | Revision: | 00 |

Attention: **This program is in effect until July 31, 2024**.

Make	Model	Model Year		RPO	Description
		From	**To**		
Chevrolet	Suburban				
Chevrolet	Tahoe	2022	2022		
GMC	Yukon				
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 2022 model year Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL vehicles may have a condition in which a "Download Paused" message may appear on the radio display, causing a battery drain condition after receiving an Over The Air (OTA) update.
Correction	Dealers will charge and test the battery. The battery will be replaced if it fails the test. The Serial Data Gateway Module (SDGM) will also be reprogrammed.

Parts

Quantity	Part Name	Part No.
1	Battery	88864542

Parts required to complete this recall are to be obtained from an ACDelco Warehouse Distributor. The GM part is listed above to inquiry with your local WD (Warehouse Distributor).   Please do not place your order through CCA as your order will cancel and instruct you that the part is ACDelco exclusive.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106086*	Battery Inspection, Draw Test and Charge Battery and Reprogramming SDGM with SPS	2.0	ZFAT	N/A
	ADD: Replace Battery	0.4		

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 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 SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start 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

Important: Service Agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

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 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.

- Follow the on-screen prompts regarding ignition power mode,but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.

- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.

- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.

- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

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: If the vehicle VIN DOES NOT match, the message below will be shown.

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Important: Techline Connect screens shown above.

Important: If the same calibration/software warning is noted on the TLC 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.

1. Perform battery/inspection test. Refer to *Battery Inspection/Test* in SI.

    1.1. If the battery is good, proceed to step 2.

    1.2. If the battery is bad, replace the battery and then proceed to step 2. Refer to *Battery Replacement* in SI.

    Part 1. VCI Programming:

2. Contact Techline Customer Support (TCSC) @ 1-800-828-6860 (English) or 1-800-503-3222 (French) to setup a case. VIN of the vehicle will be needed and reference this field action N222371310. TCSC will provide a programming VCI number.

3. From Techline Connect SPS2 select the K219 Lighting Control Module then VCI.

4. Enter the VCI provided.

5. Once the calibration selection screen appears, turn the ignition OFF and then remove the F12DR CGM/OnStar fuse from the X51 right side fuse block for 30 seconds.

6. Reinstall the fuse then immediately hit the continue button with VCI programming Reinstall the fuse then immediately hit the continue button with VCI programming.

    Note: On the next step, best practice is to have your laptop on the passenger's seat or have a helper at your desktop to click continue button as soon as the fuse is re-installed.

    You only have a 5-10 second window to perform this step or you may get a Techline Error code of E4491 and E4423.

7. On the next pop-up screen hit "Finish" twice.

8. Record the warranty claim code number.

    Part 2: Regular SPS Programming:

9. Turn the ignition on (Service Mode).

10. From Techline Connect SPS2 select K56 Serial Data Gateway Module 'Programming'.

11. When the calibration screen appears, turn ignition "OFF".

12. Turn the ignition off, remove the F12DR CGM/OnStar fuse from the X51 right side fuse block for 30 seconds.

Note: On the next step, best practice is to have your laptop on the passenger's seat or have a helper at your desktop to click continue button as soon as the fuse is re-installed.

You only have a 5-10 second window to perform this step or you may get a Techline Error code of E4491 and E4423.

13. Reinstall the fuse then immediately hit the continue button.

14. Next a pop-up power to confirm the power mode will appear and you will select " Finish " twice.

15. SPS will start programming and this may take more time than usual. Let it continue until completes or gives you an error code.
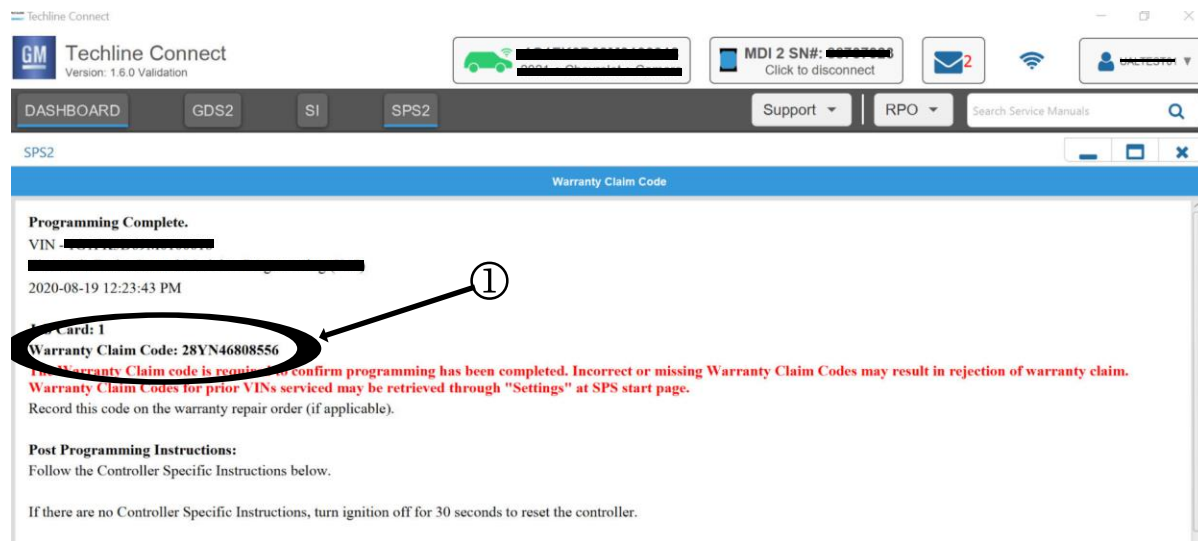
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Note: The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

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.

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

17. Check for DTC's U1961 and U1962. If codes are current, perform the Serial Data Authentication Configuration by selecting the button in the lower right-hand corner on the controller program screen.

18. Verify there is not an excessive battery current drain by performing the battery electrical drain/parasitic load test. Refer to *Battery Electrical Drain/Parasitic Load Test* in SI. The vehicle may take 10-15 minutes before it will power down.

Note: The Vehicle "Update Paused" message may still appear. You may try selecting the check for updates button and the message may go away after the vehicle checks for updates.

If the message still appears, this message will be cleared with a future OTA update and should be disregarded by the customer.

Dealer Responsibility

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

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through July 31, 2024. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through July 31, 2024, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain 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 contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

**We Support
Voluntary Technician
Certification**

June 2022

This notice applies to your 2022 model year Chevrolet Suburban/Tahoe, or GMC Yukon/Yukon XL vehicle. The applicable Vehicle Identification Number (VIN) can be found on the address label of the envelope.

Dear General Motors Customer:

We have learned that your 2022 model year Chevrolet Suburban/Tahoe, or GMC Yukon/Yukon XL may have a condition in which a "Download Paused" message may appear on the radio display, causing a battery drain condition after receiving an Over The Air (OTA) update.

Your satisfaction with your Suburban/Tahoe, or Yukon/Yukon XL is very important to us, so we are announcing a program to correct this condition.

What We Will Do: Your Chevrolet/GMC dealer will charge and test your battery. The battery will be replaced if it fails the test. They will also reprogram your Serial Data Gateway Module (SDGM). This service will be performed for you at **no charge** until July 31, 2024. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your Chevrolet/GMC dealer as soon as possible to schedule an appointment for this repair.

If you have any questions or concerns that your dealer is unable to resolve, please contact the

• Chevrolet Customer Assistance Center at: 1-800-222-1020, TTY 711 / 1-800-833-2438 or

• GMC Customer Assistance Center at: 1-800-462-8782, TTY 711 / 1-800-833-2438.

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Suburban/Tahoe, or GMC Yukon/Yukon XL provides you with many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

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