



Service Bulletin

Bulletin No.: 22-NA-145

Date: August, 2022

TECHNICAL

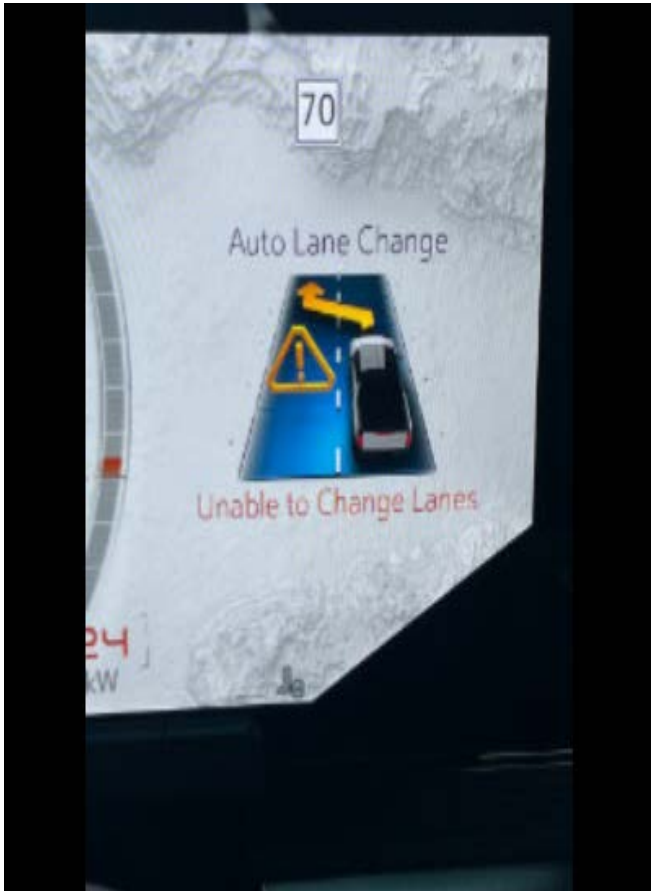
Subject: Super Cruise Enhancement: Trailering and Active Lane Change

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	HUMMER EV	2022	2022				

Involved Region or Country	United States
Additional Options (RPOs)	
Condition	<p>Some customers may comment on an available update Super Cruise enhancement through the OnStar application. This update can be performed through an OTA pop-up but a customer may bring the vehicle in to the dealership to have it done, some possible reasons for bringing the vehicle in:</p> <ul style="list-style-type: none"> • Message on infotainment screen indicates "Installation Failed, See Dealer" • Onstar advisor referred customer to dealer to complete Super Cruise enhancement installation. • Customer wants dealer to perform the OTA update <p>The Super Cruise Enhancement enables an additional Super Cruise feature, Trailering (factory equipped with Automatic Lane Change).</p> <p>Note: This is a complementary enhancement through the OnStar application. Customers should first contact OnStar to resolve the OTA installation.</p>
Cause	<p>The cause of the condition may be a number of conditions such as vehicle not located in an area that can receive the update or correct vehicle battery state of charge.</p>
Correction	<ul style="list-style-type: none"> • Confirm the customer has the Super Cruise enhancement update available. <p>Note: Customer should have a confirmation number in their OnStar app.</p> <ul style="list-style-type: none"> • Confirm Infotainment system displays a "failed to install message" or 'See dealer' message. • The Super Cruise enhancement can be installed using Techline Connect and Service Programming System (SPS) with a special reconfiguration of the Active Safety Module. <ul style="list-style-type: none"> • To request a reconfiguration contact Techline Customer Support Center (TCSC) with the following: <ul style="list-style-type: none"> – BAC – Customer purchase confirmation number – VIN – Error information indicated from the infotainment system • TCSC will request a reconfiguration of the Active Safety Module from the SPS team. Once the reconfiguration is completed, program the Image Processing Module using Techline Connect and SPS2. <p>Note: The reconfiguration can take up to 24 hours to complete.</p> <p>Note: Dealer should inform the customer that programming was successful but won't display until a trailer is connected and Super Cruise is activated with a configured trailer.</p>

Additional Feature Descriptions:

- Availability:
 - HUMMER EV owners will receive a communication from GMC about their eligibility for a Trailing enhancement.
 - For availability and pricing, refer to the attached Quick Reference Guides.
- The upgrades will be delivered to the vehicles as an over-the-air Vehicle Software Update.
- Available upgrades may include:



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- **Automatic Lane Change**, when enabled, allows the vehicle to automatically change lanes to move around slower vehicles in its path without input needed from the driver. It also allows Super Cruise to initiate a lane change to the left or right when the current lane of travel is ending or provide space for merging traffic.



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- **Trailer**, calibrations that enable use of Super Cruise while pulling a trailer (if properly equipped). Lane change function is unavailable when trailering. Without this upgrade, you cannot use Super Cruise while towing a trailer.

Note: Certain models already offer these Super Cruise features from the factory and therefore are not eligible for the upgrades.

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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.

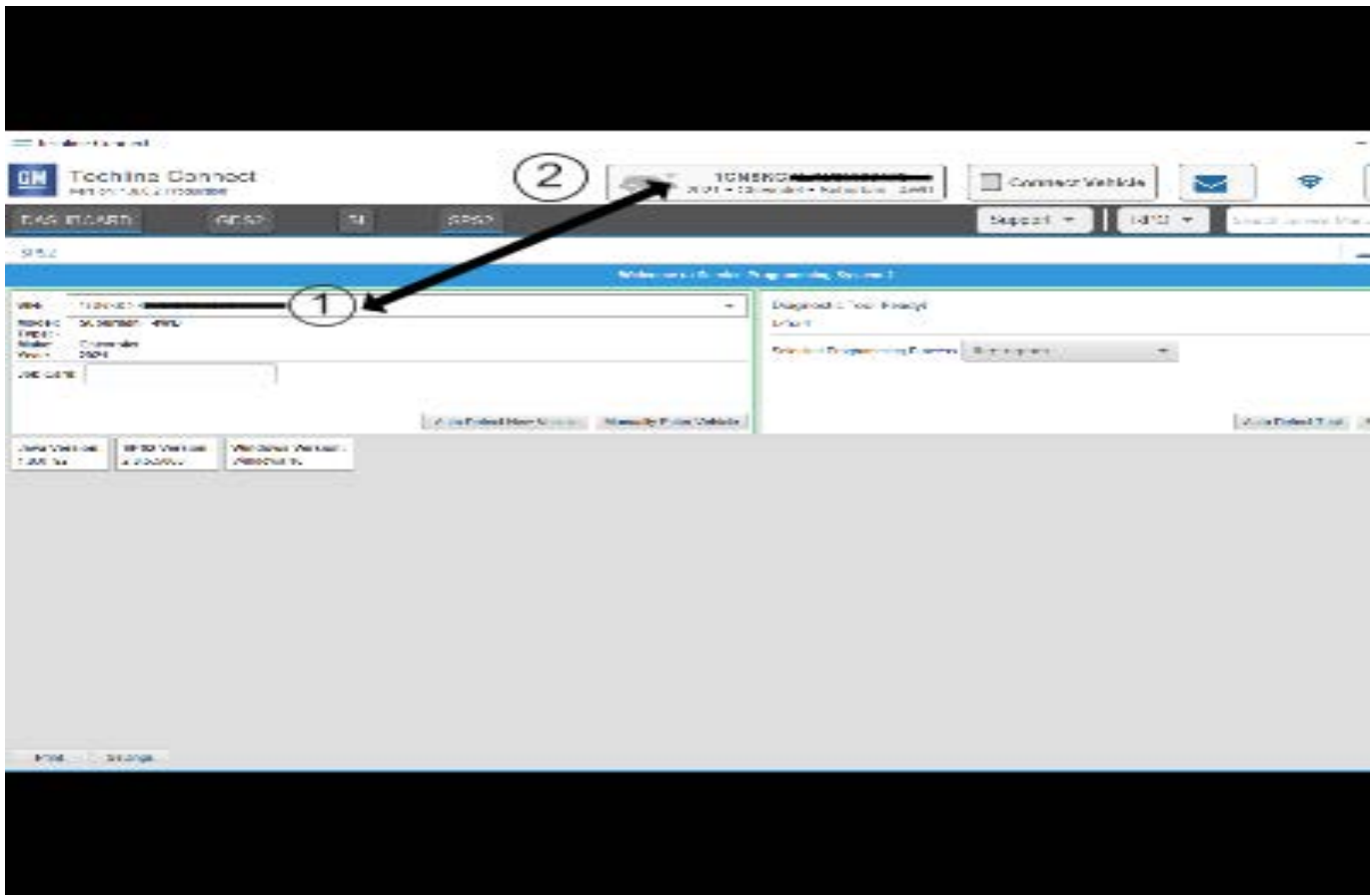
Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

- 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.

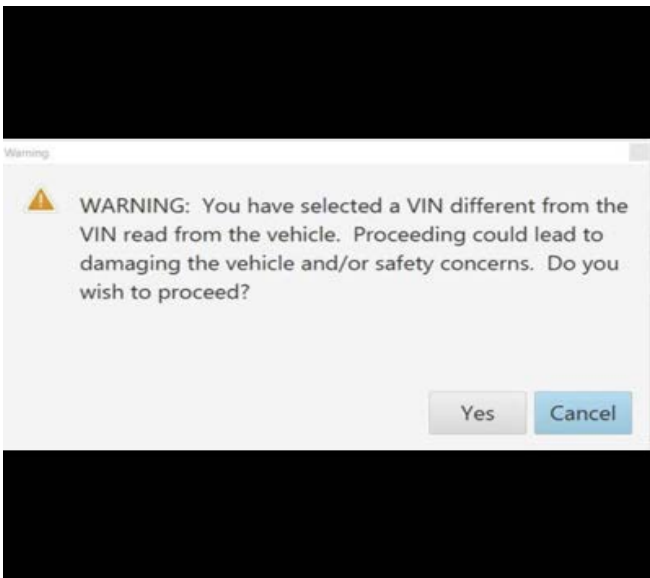
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in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

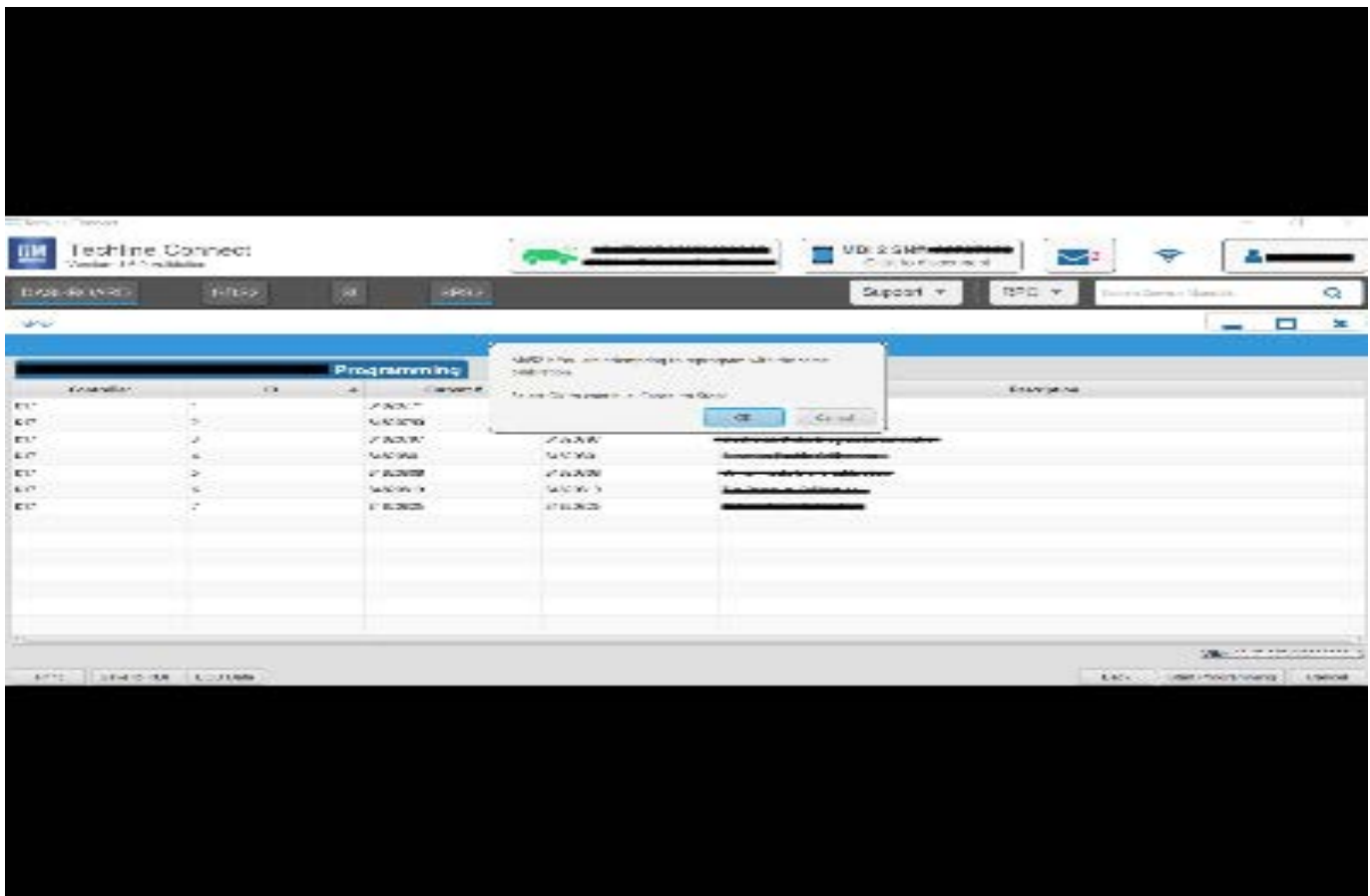


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Important: If the vehicle VIN DOES NOT match, the message below will be shown



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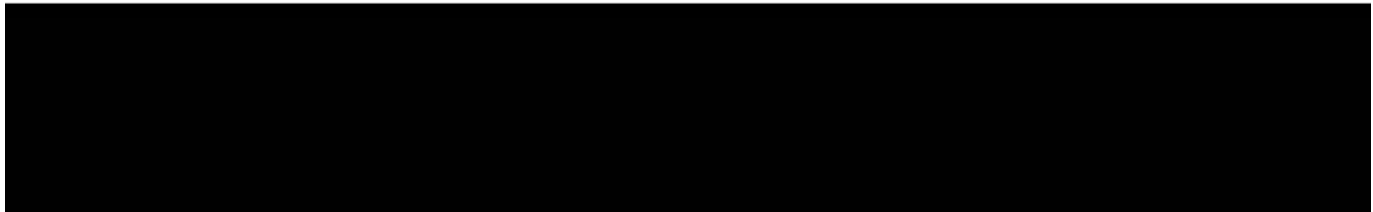


Important: Techline Connect and TIS2WEB screens shown above.

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

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Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the Image Processing Module. Refer to *K124 Image Processing Module: Programming and Setup in the Service Manual* 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.

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

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
*2888848	Techline Reconfiguration and Reprogramming K124 Image Processing Module for Super Cruise Update	0.8 hr

*This is a unique Labor Operation for Bulletin use only.

Important: **To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The Warranty Claim Code must be accurately entered in the “SPS 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 “SPS 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 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.

Version	1
Modified	Released July 27, 2022

