



Service Bulletin

Bulletin No.: 22-NA-191

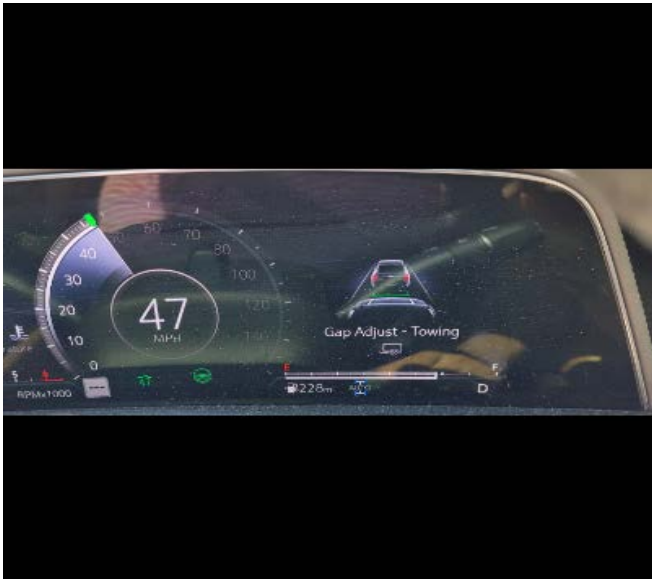
Date: October, 2022

TECHNICAL

Subject: Super Cruise Enhancement: Trailing and Active Lane Change

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT4	2021	2021	—	—	—	—
	CT5						
	Escalade		2022				
	Escalade ESV						

Involved Region or Country	United States, Canada
Condition	<p>Some customers may comment that the Super Cruise enhancement purchased through OnStar application has failed installation.</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 • The Super Cruise Enhancement is an Over the Air (OTA) one time purchase that enables additional Super Cruise features such as: <ul style="list-style-type: none"> • Automatic Lane Change: Enables vehicle to automatically pass slower vehicles in your lane without having to touch any controls. • Trailing Escalade: Allows Super Cruise to recognize when your vehicle is pulling a trailer, automatically adjusting safe stopping distance. ALC will be temporarily disabled while Trailing is activated. <p>Note: This is a customer pay enhancement through the OnStar application. Customers should first contact OnStar to resolve the OTA installation.</p>
Cause	The cause of the condition may be OTA update failures caused by 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</p>	<ul style="list-style-type: none"> • Confirm the customer has purchased the Super Cruise enhancement. <p>Note: The 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” or ‘See dealer’ message. • The Super Cruise enhancement can be installed using Techline Connect and SPS (Service Programming System) 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 SPS. <p>Note: The reconfiguration can take up to 24 hours to complete.</p> <p>This feature when installed will only be visible when in Super Cruise mode and towing.</p> 
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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 12V 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.

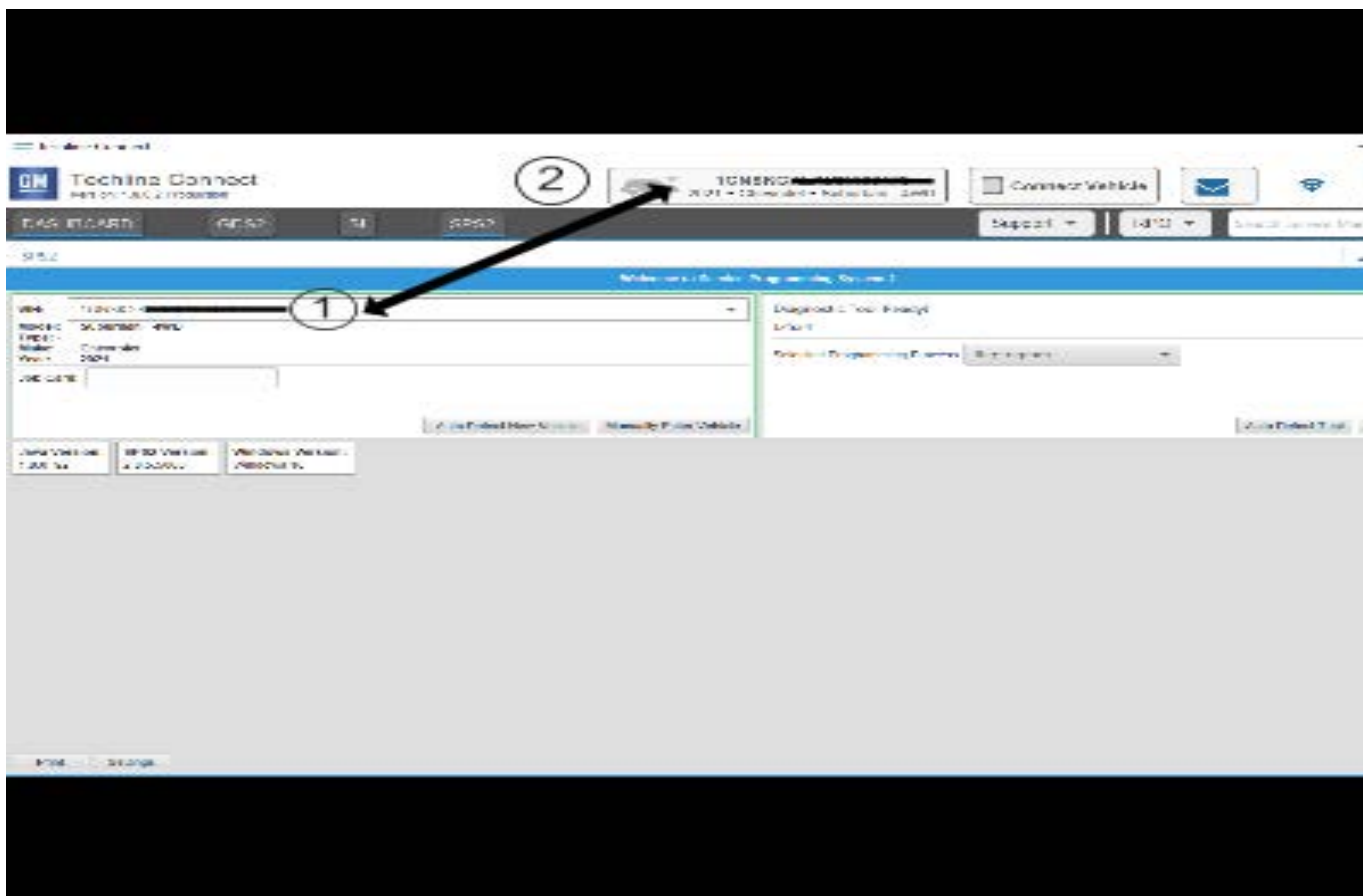
Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- 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

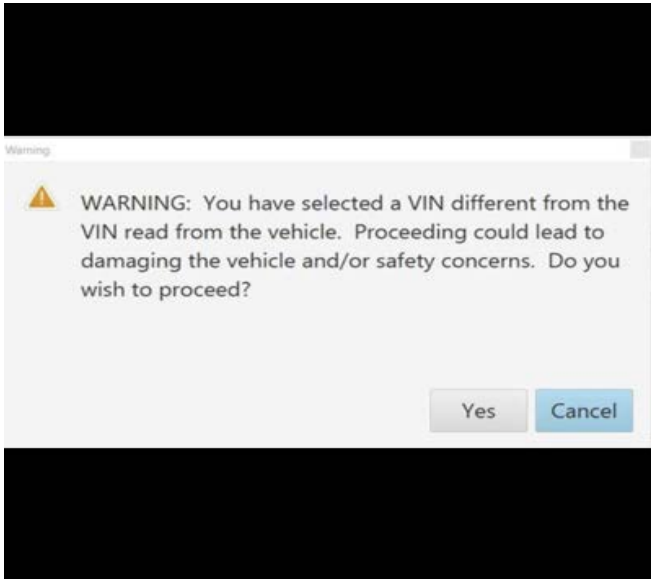
the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.

- 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.

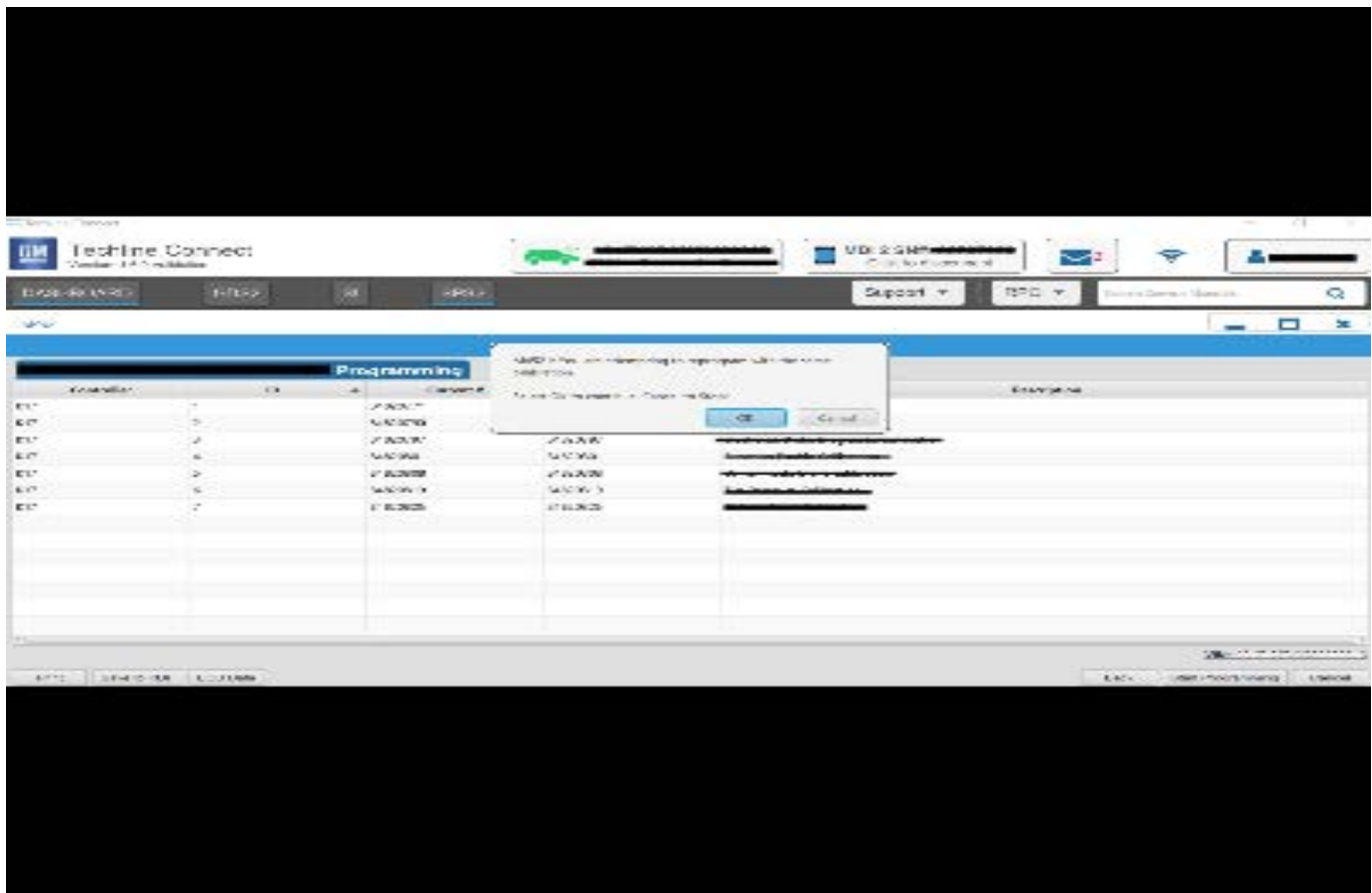
Caution: Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.



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



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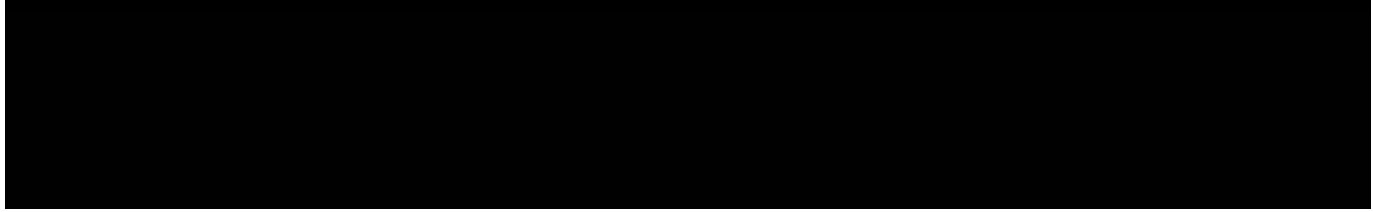
Important: Techline Connect screen shown above.

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

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Summary screen. Document the WCC on the job card. No further action is required. Refer to the Warranty Information section of this bulletin.

1. Reprogram the Active Safety Control Module. Refer to *Active Safety Control Module Programming and Setup* in SI.



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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.

2. Record the Warranty Claim Code on the 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.

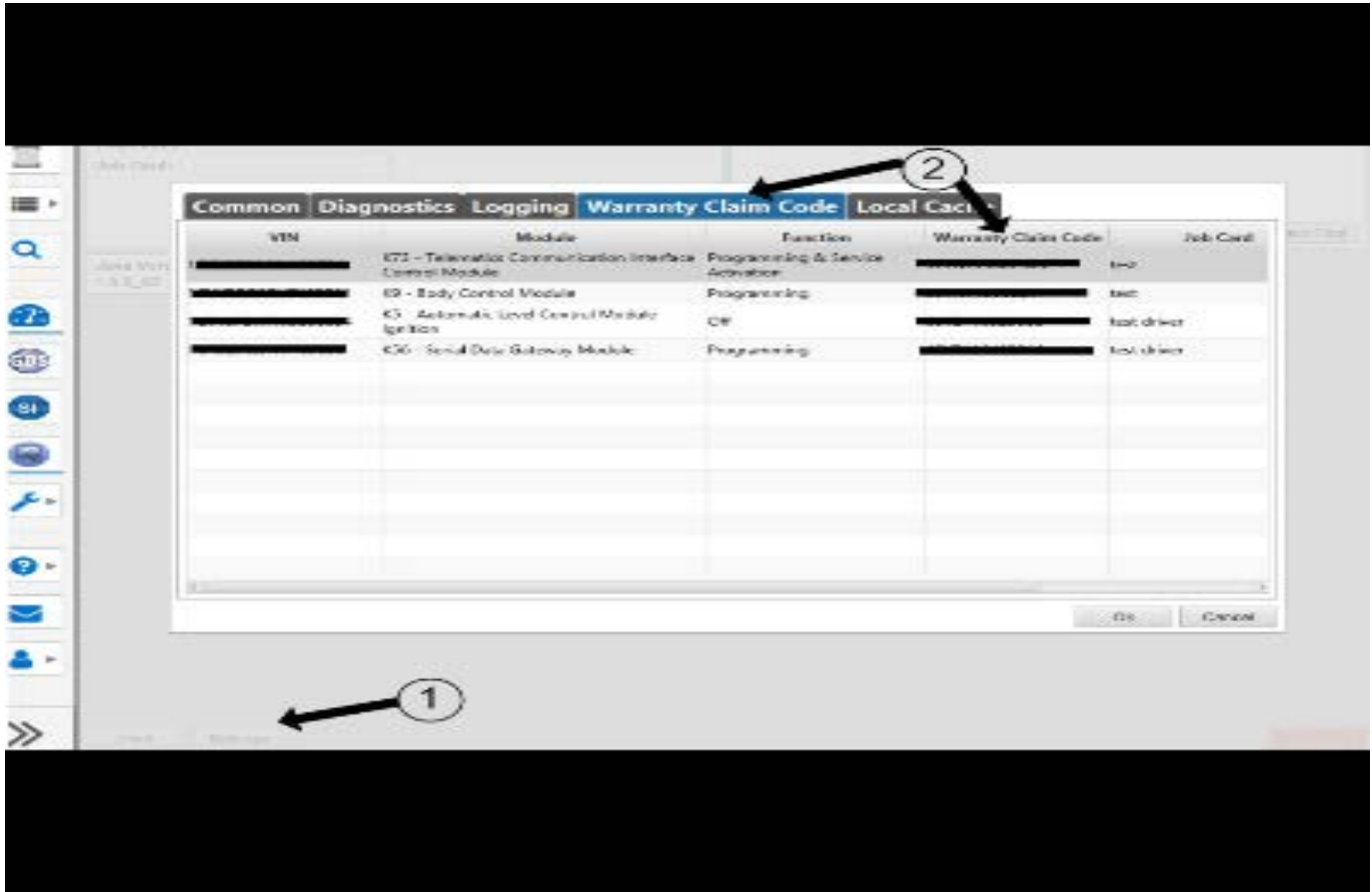
Labor Operation	Description	Labor Time
2888848*	Techline Reconfiguration and Reprogramming K124 Image Processing Module for Super Cruise Update	0.8 hr

*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



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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 (1).
4. Select the Warranty Claim Code tab (2).

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 September 27, 2022

