

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6403
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 11, 2023

Subject: N222378271 - Customer Satisfaction Program
Vehicle Software Configuration Management Update

Models: 2023 Cadillac LYRIQ

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222378271 today. The total number of U.S. vehicles involved is approximately 255. Please see the attached bulletin for details.

This service procedure requires an SD card for programming. The SD cards will be pre-shipped to select dealers free of charge.

If your SD Cards are lost or not received, the cards must be obtained through a GM authorized Electronic Service Center (ESC). The replacement cards will also be shipped free of charge.

Customer Letter Mailing

The customer letter mailing will begin in January 2023.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated January 11, 2023. A list of vehicles in dealer inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N222378271 Vehicle Software Configuration Management Update



Release Date: January 2023

Revision: 00

Attention: This field action must only be completed by Cadillac dealers who have met EV Readiness Requirements, and the repair must be performed by a technician who has successfully completed the required training.

This program is in effect until January 31, 2025.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	LYRIQ	2023	2023		

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 2023 model year Cadillac LYRIQ vehicles may have multiple software issues such as no audio, flashing cornering lamps, or lighting concerns.
Correction	Dealers will confirm the over-the-air updates are installed. Various modules will be manually updated by the dealer with the latest software.

Parts

Quantity	Part Name	Part No.
1	SD Card 1	86526357
1	SD Card 2	86526358

The cards will be pre-shipped to select dealers free of charge.

If your SD Cards are lost or not received, the cards must be obtained through a GM authorized Electronic Service Center (ESC). The replacement cards will also be shipped free of charge.

To obtain SD cards, contact SPECMO Enterprises Electronic Service Center (ESC) at 1-800-545-7910.

Once the SD cards have been used in the procedure outlined, they DO NOT need to be returned to the ESC.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106360*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration and Image Processing Module 1 Processor 1 VCI and SD Card Programming	1.4	ZFAT	N/A
9106361*	Reprogram Power Steering Control, Front View Camera and Forward Range Radar Sensor – Long Range Modules, Image Processing Module 1 Processor 1 VCI and SD Card Programming	1.9		

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

Labour Time [\[Top\]](#)

Labour Operation Code:

Additional labour op code information:

SPS Warranty Claim Code:

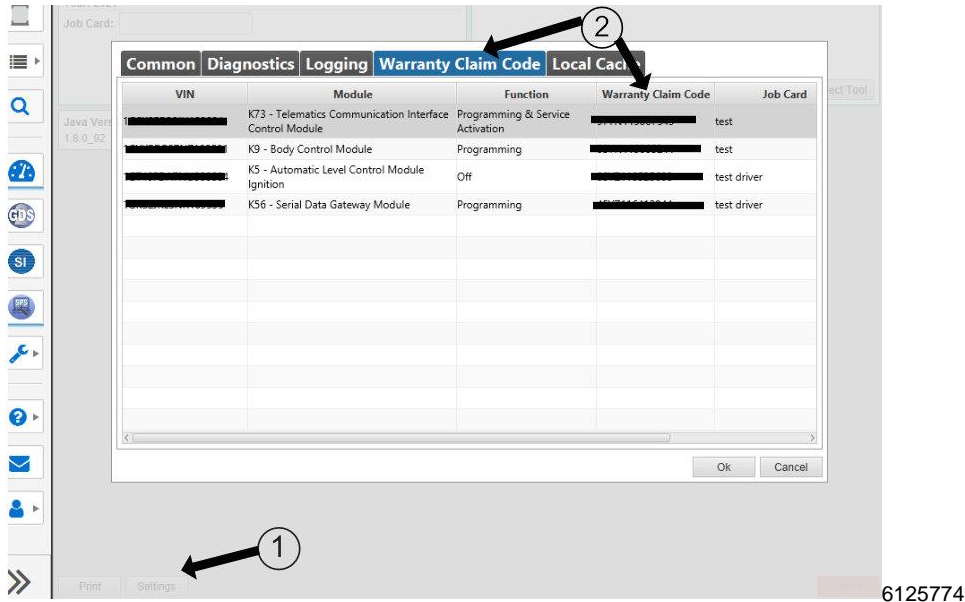
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- The Warranty Claim Code from the programming event must be accurately entered in the "Warranty Claim Code" field of the transaction.



- 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:

- Open TLC on the computer used to program the vehicle.
- Select and start SPS2.
- Select Settings (1).
- 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.

Service Procedure

Caution: Failure to follow the steps below will result in multiple DTC's and/or module failure and programming errors.

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 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.

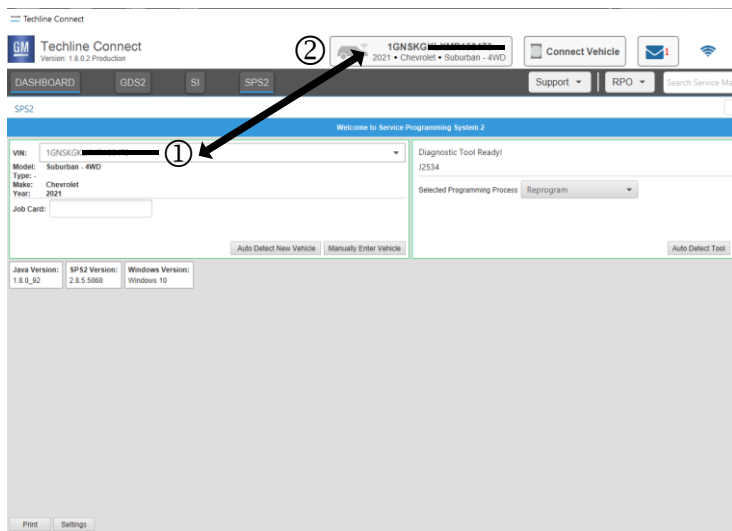
Customer Satisfaction Program

N222378271 Vehicle Software Configuration Management Update



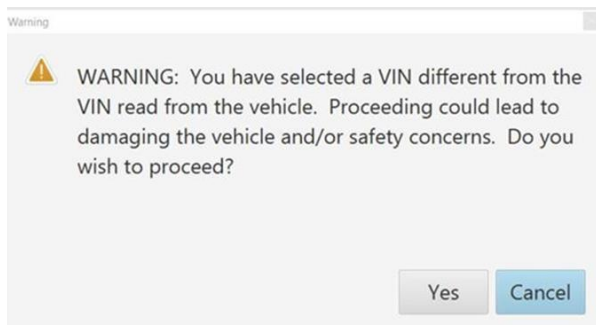
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in 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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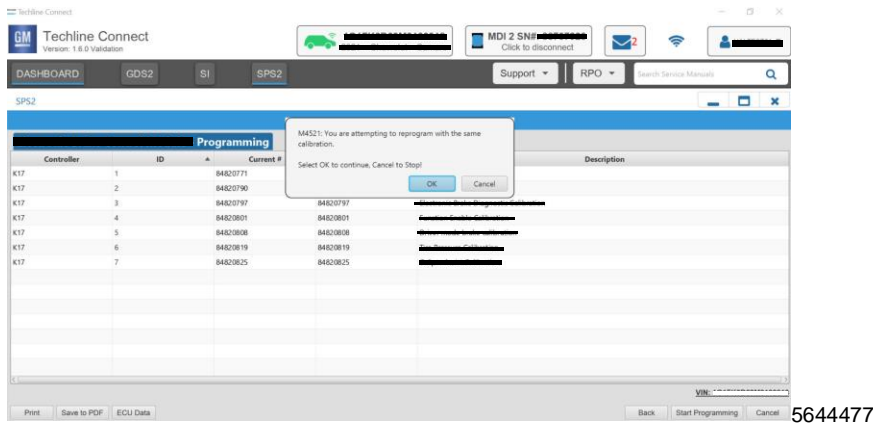
Important: If the vehicle VIN DOES NOT match, the message below will be shown.



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Customer Satisfaction Program

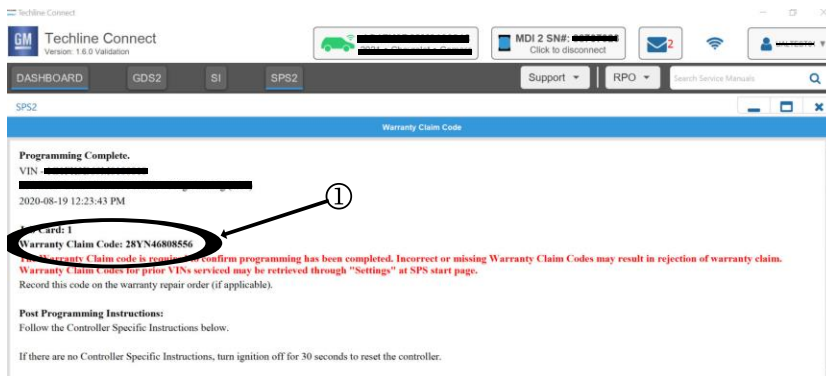
N222378271 Vehicle Software Configuration Management Update



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. Reprogram the Forward Range Radar Sensor – Long Range, Power Steering Control and Front View Camera modules. Refer to *B233B Forward Range Radar Sensor - Long Range: Programming and Setup*, *K43 Power Steering Control Module: Programming and Setup* and *B174W Front View Camera - Windshield: 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.

Important: Before performing Image Processing Module 1 Processor 1 programming via SPS, technicians must contact the Techline Customer Support Center (TCSC) at 1-800-828-6860 English or 1-800-503-3222 French to have the appropriate calibration applied to the VIN.

If programming is attempted BEFORE contacting TCSC, SPS will not deliver the correct accessory calibration to the vehicle. The user may also receive a message advising that they are attempting to program with the “same calibration” – a warning that the vehicle has not received the required calibration.

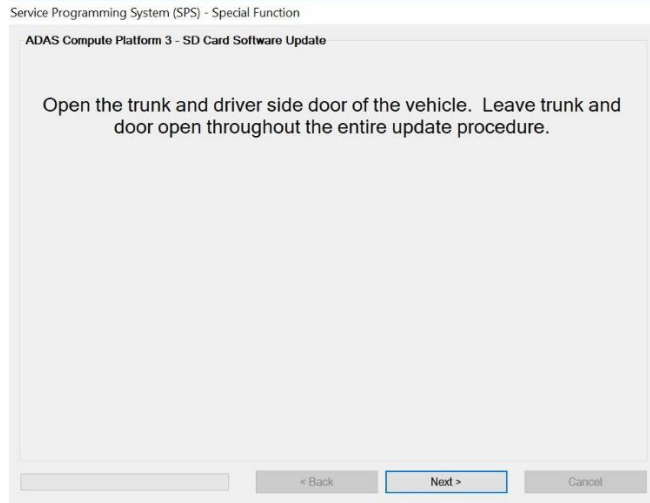
Important: The Image Processing Module 1 Processor 1 VCI programming and SD card programming MUST be completed regardless if the Forward Range Radar Sensor – Long Range, Power Steering Control and Front View Camera modules are already updated.

2. Before proceeding to step 3, its crucial to cycle the vehicle off and let all modules turn off completely (sleep). Failure to do so will result in multiple DTC's and/or module failure and errors programming the steps below.
3. Reprogram the Image Processing Module 1 Processor 1-VCI process.

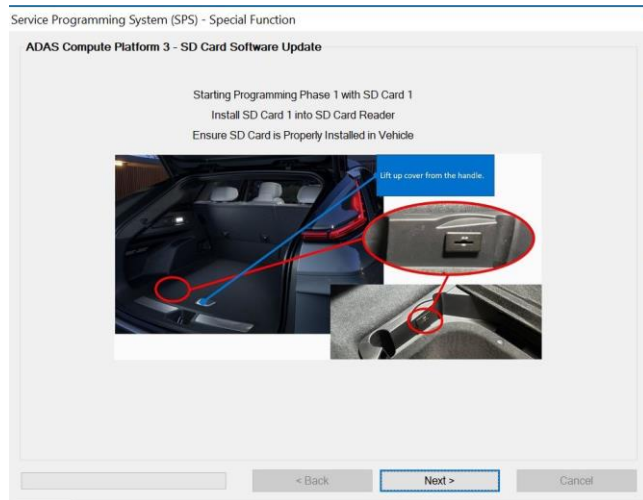
Customer Satisfaction Program N222378271 Vehicle Software Configuration Management Update



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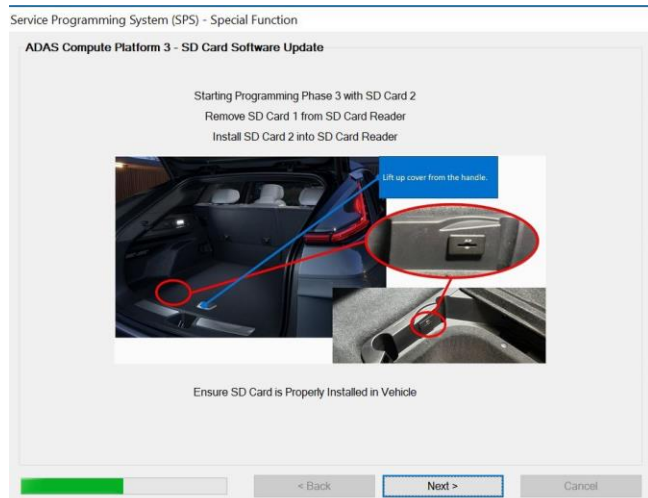
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Customer Satisfaction Program

N222378271 Vehicle Software Configuration Management Update



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4. Select Image Processing Module 1 Processor 2 and select "Setup" in Techline connect. Insert SD card 1 located at the rear of the vehicle and follow on-screen instructions. There are 2 cards and they must be used in order.
5. Record SPS Warranty Claim Codes on job card for warranty transaction submission. Submit the last warranty claim code after all programming has been completed.

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 January 31, 2025. 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 January 31, 2025, 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 Satisfaction Program

N222378271 Vehicle Software Configuration Management Update



Customer Notification

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

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**

Customer Satisfaction Program

N222378271 Vehicle Software Configuration Management Update



January 2023

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2023 model year Cadillac LYRIQ have multiple software issues such as no audio, flashing cornering lamps, or lighting concerns.

Your satisfaction with your Cadillac LYRIQ is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will confirm the over-the-air updates are installed or manually install them if necessary. Also, various modules will be updated with the latest software. This service will be performed for you at **no charge until January 31, 2025**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Cadillac LYRIQ EV	1-844-EV-CADILLAC (1-844-382-2345)	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

We truly appreciate you taking the time to update 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 LYRIQ provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N222378271