

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6487  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 15, 2023

Subject: N222392960 - Customer Satisfaction Program  
Super Cruise and Surround Sound Vision Activation

Models: 2023 Cadillac LYRIQ

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222392960 today. The total number of U.S. vehicles involved is approximately 1,470. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in April 2023.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated March 15, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

## N222392960 Super Cruise and Surround Vision System Activation



**Release Date:** March 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 April 30, 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.

<b>Condition</b>	Certain 2023 model year Cadillac LYRIQ vehicles may have a condition where the Super Cruise and Surround Vision features are not activated.
<b>Correction</b>	Dealers are to reprogram the image processing module and if necessary, reprogram the short range radar sensors.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106631*	Image Processing Control Module reprogramming and verify Short Range Radar Reprogramming with SPS	3.4	ZFAT	N/A
9106539*	Image Processing Control Module and Short Range Radar Reprogramming with SPS	3.6		

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

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

Labour Operation Code:

Additional labour op code information:

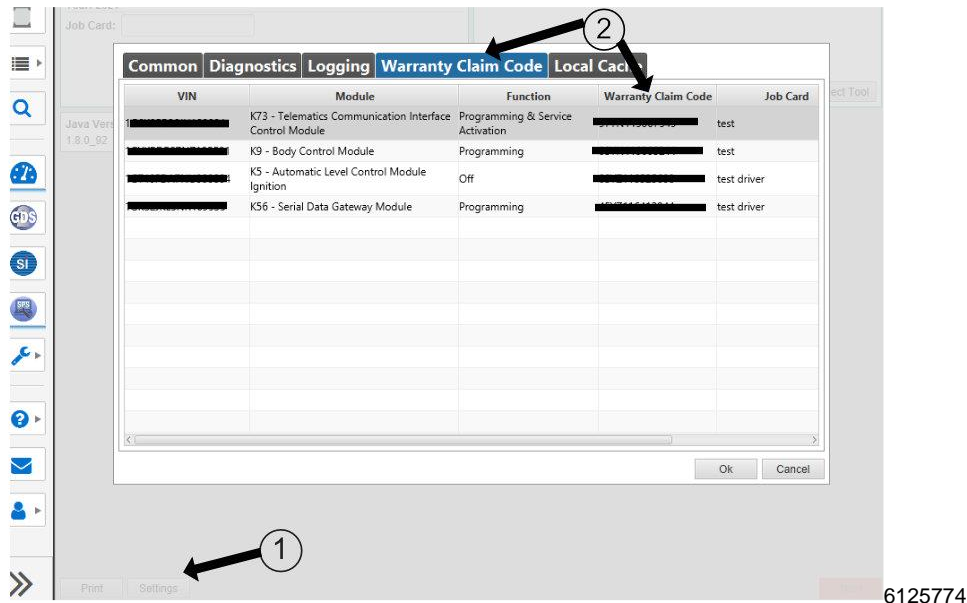
SPS Warranty Claim Code:

6125814

- 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:

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.

### Service Procedure

**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](http://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.

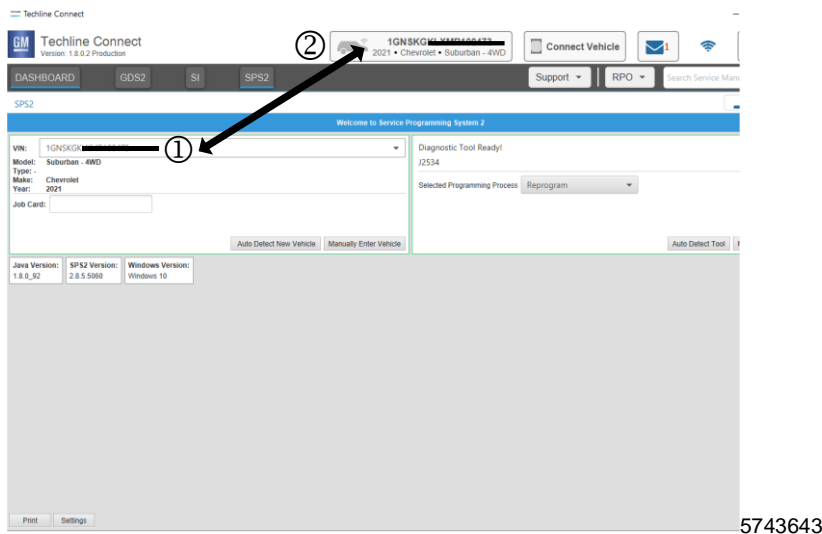
# Customer Satisfaction Program

## N222392960 Super Cruise and Surround Vision System Activation

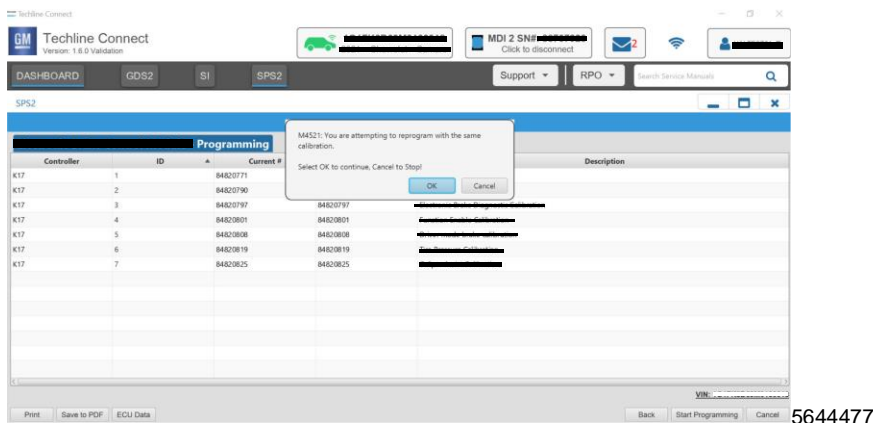
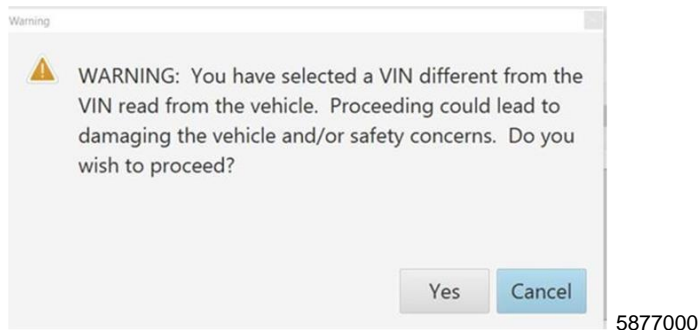


- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject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

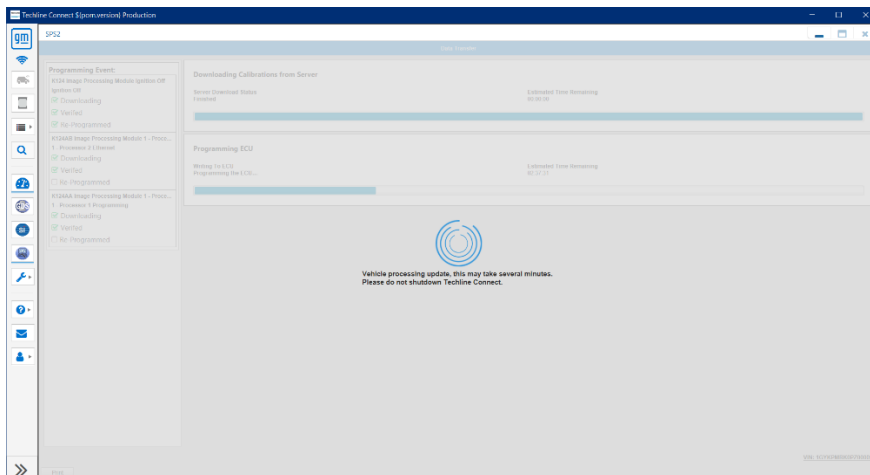
1. This process will take more than 2.5 hours to complete. Please perform the following steps before attempting to program:
  - Make sure, if using a laptop, to be connected to the power supply.
  - Connect PC or laptop to the internet with a network cable. Do not download and install wirelessly.
  - Be sure all connections are secure.
  - Connect MDI2 via USB to laptop.
  - Do not open and close the doors once programming starts.
  - DO NOT let the computer go to sleep.
  - 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](http://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.
2. Prior to performing this field action, be sure MDI2 has been updated to software version 9.1.1766.85.

**Note:** SI refers to sensors separately but in SPS2 there is one programming option. Select *B233 Short Range Radar Sensor* in SPS2.

3. Reprogram the Short Range Radar Sensors. Refer to Short Range Radar Sensor Programming and Setup in SI.

**Caution:** Once the estimated time remaining stabilizes (may take up to 20 minutes), programming should take less than 3 hours. If the timer shows more than 3 hours, cancel the programming event and retry. Otherwise, part damage may occur.

4. Reprogram the Image Processing Module. Refer to *K124 Image Processing Module: Programming and Setup* in SI.

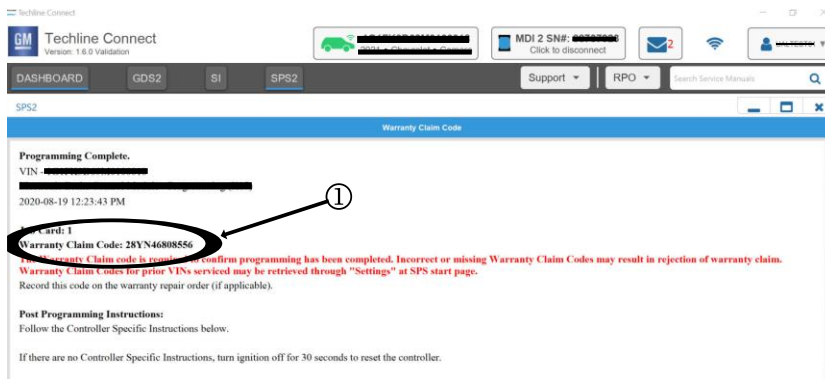


6282312

**Note:** During programming, this screen will show around the 45 minute to 1 hour mark after programming begins. This is normal.

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5644478

**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.

5. After all programming is complete, clear DTC's.  
**Note:** If vehicles are located outside of the US or Canada, a test drive to validate the functionality of super cruise will not be possible. However, it is still necessary to confirm the 360 camera functions properly.
6. A test drive is required. Navigate to a supported super cruise road. Refer to <https://www.cadillac.com/world-of-cadillac/innovation/super-cruise>.
7. Test drive and confirm super cruise and 360 camera operation.
8. Record SPS Warranty Claim Code on job card for warranty transaction submission.

### 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/repared 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 April 30, 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 April 30, 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.

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### **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).

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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

## N222392960 Super Cruise and Surround Vision System Activation



April 2023

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

Thank you for being among our first Cadillac LYRIQ owners. Your LYRIQ is already equipped with many innovative features and technologies, and now it's getting even better. As you know, your LYRIQ is equipped with Super Cruise™ driver assistance technology and HD Surround Vision hardware. Your Super Cruise and HD Surround Vision software updates for your LYRIQ are now available.

This service will be performed for you at no charge until **April 30, 2025**. After that, any applicable warranty will apply.

**What You Should Do:** To enable these features in your LYRIQ as soon as possible, it will require a service appointment at your dealership. To schedule your complimentary appointment at a time that is convenient for you, we recommend that you contact either the Cadillac EV Concierge at 1-844-EVCADILLAC or your preferred Cadillac dealership directly. 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 appreciate your commitment to an iconic LYRIQ lifestyle, and hope you'll enjoy many miles of hands-free driving experiences on compatible roads.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

N222392960