

CADILLAC  
DCS6838  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 27, 2024

Subject: UPDATE: N232428540 - Customer Satisfaction Program  
Multiple Module Reprogramming  
Population Expansion

Models: 2023 Cadillac LYRIQ

To: All General Motors Dealers

Additional vehicles have been moved to 'Open' status in IVH. Please verify a VIN's involvement in this field action by checking in IVH prior to doing any repairs.

Please also check Investigate Vehicle History (IVH) for any additional open Field Actions on every vehicle, order the appropriate parts, and perform when customer's vehicle is scheduled for this repair.

**This will be a phased launch.**

**What Should Dealers Do:** Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory. This bulletin is already available in Service Information.

**Customer Letter Mailing**

The customer letter mailing will begin on April 10, 2024.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated March 27, 2024. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

# Customer Satisfaction Program

## N232428540 Multiple Module Reprogramming



**Release Date:** March 2024

**Revision:** 00

**Attention:** Please check Investigate Vehicle History (IVH) for any additional open Field Actions on every vehicle, order the appropriate parts, and perform when customer's vehicle is scheduled for this repair.

For EV Involved Vehicles: The repairs outlined in this bulletin must only be completed at an authorized EV dealer and repairs must be performed by a technician who has successfully completed the applicable technical training required to perform this repair.

**This will be a phased launch.**

**This program is in effect until April 31, 2026.**

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 require software updates that improve the customer experience and optimize future over-the-air updates.
<b>Correction</b>	Dealers will perform a comprehensive software update.

### Parts

No parts are required for this repair.

### Warranty Information

**IMPORTANT:** If a module requires updating, utilize the following labor operations and time for claim payment. Only modules requiring an update should be claimed.

**Note:** Only the Serial Data Gateway Module SPS Warranty Claim Code is required on the job card for the warranty transaction submission (per the procedure below) all other module updates will be automatically tracked by the TLC system to verify all the appropriate modules have been properly updated.

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107068*	K56 Serial Data Gateway Module Reprogramming with SPS	0.7	ZFAT	N/A
	<b>ADD:</b>			
	A11 Radio Reprogramming with USB and SPS Once (R3 to R4 Radio Update)	1.6		
	OR			
	A11 Radio Reprogramming with USB and SPS Twice (R2 to R4 Radio Update)	2.5		
	K160 Brake System Control Module Reprogramming with SPS	0.3		
	K9 Body Control Module Reprogramming with SPS	0.5		
	K182 Parking Assist Control Module Reprogramming with SPS	0.3		
	K73 Telematic Control Module	0.8		
	K132 Pedestrian Alert Sound Control Module Reprogramming with SPS	0.3		
	K26 Headlamp Control Module Reprogramming with SPS	0.3		
	K43 Power Steering Control Module Reprogramming with SPS	0.3		
	K124 Image Processing Module Reprogramming with SPS (R2 to R4 Radio Update)	2.8		
	OR			
	K124 Image Processing Module Reprogramming with SPS (R3 to R4 Radio Update)	2.1		

# Customer Satisfaction Program

## N232428540 Multiple Module Reprogramming



K174W Front View Camera Reprogramming with SPS	0.3		
K180 Driver Monitoring System Control Module Reprogramming with SPS	0.3		
K40D Driver Seat Adjuster Memory Module Reprogramming with SPS	0.3		
K40P Passenger Seat Adjuster Memory Module Reprogramming with SPS	0.3		
T22 Wireless Accessory Charging Module Reprogramming with SPS	0.3		
K16 Battery Energy Control Module Reprogramming with SPS	0.3		
K219 Lighting Control Module Reprogramming with SPS	0.3		
B218L Side Obstacle Detection Control Module - Left Reprogramming with SPS	0.3		
B218R Side Obstacle Detection Control Module - Right Reprogramming with SPS	0.3		
B233B Forward Range Radar Sensor - Long Range Reprogramming with SPS	0.3		
B233 Short Range Radar Sensor Reprogramming with SPS	0.3		
K212 Gear Shift Control Module Reprogramming with SPS	0.3		
K36 Restraints Control Module Reprogramming with SPS	0.3		
K85P Restraints Occupant Classification System Module - Passenger Reprogramming with SPS	0.3		
T3 Audio Amplifier Reprogramming with SPS	0.3		
K194 Rear Gate Module Reprogramming with SPS	0.3		
K183 UHF Short Range Low Energy Remote Control Access Transceiver Reprogramming with SPS	0.3		
P2F Video Display - Passenger Seat Back Reprogramming with SPS	0.3		
A26 Heater and Air Conditioning User Interface Control - Front Reprogramming with SPS	0.3		
K107 Drive Motor Control Module Reprogramming with SPS	0.3		

**IMPORTANT:** If a module requires updating, utilize the following labor operations and time for claim payment. Only modules requiring an update should be claimed.

**Note:** Only the Serial Data Gateway Module SPS Warranty Claim Code is required on the job card for the warranty transaction submission (per the procedure below) all other module updates will be automatically tracked by the TLC system to verify all the appropriate modules have been properly updated.

**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:

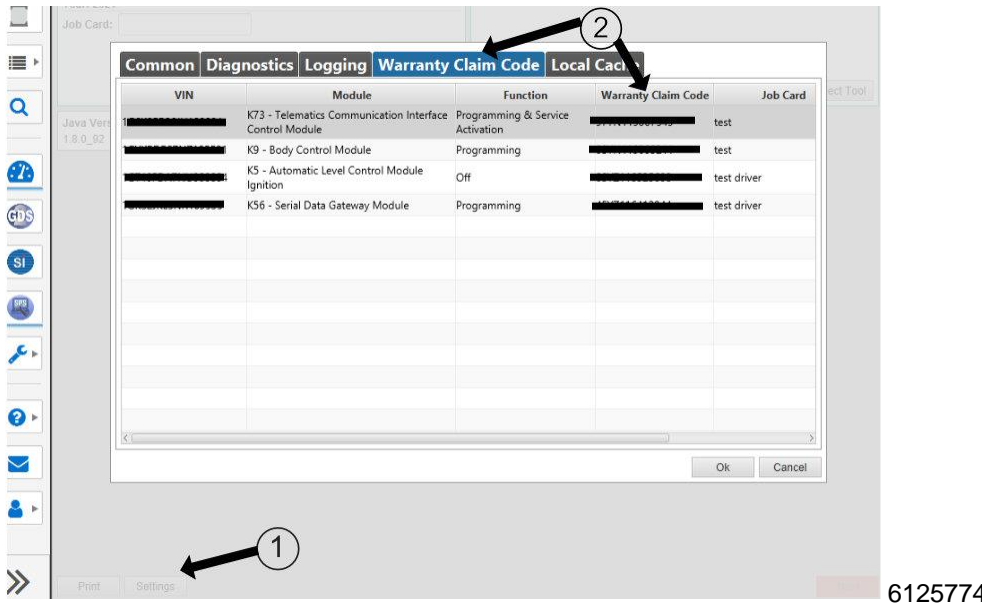
6125814

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

### Warranty Claim Code Information Retrieval

# Customer Satisfaction Program

## N232428540 Multiple Module Reprogramming



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.
- Please verify that the radio time and date are set correctly before inserting USB drive into vehicle for programming, otherwise an error will result.
- 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.

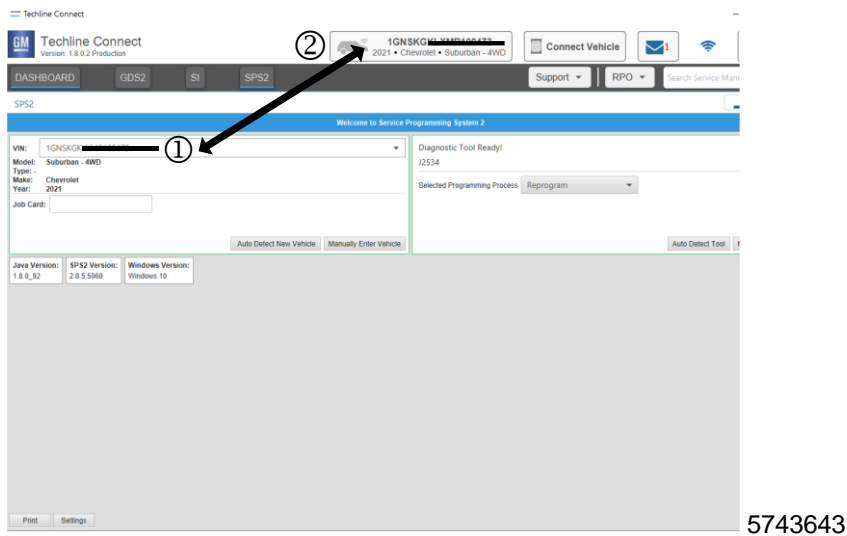
# Customer Satisfaction Program

## N232428540 Multiple Module Reprogramming

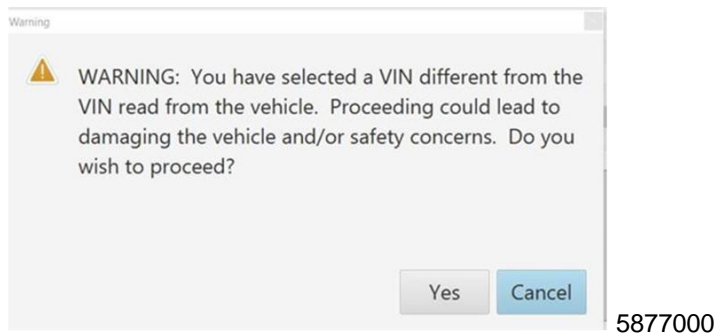


- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject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

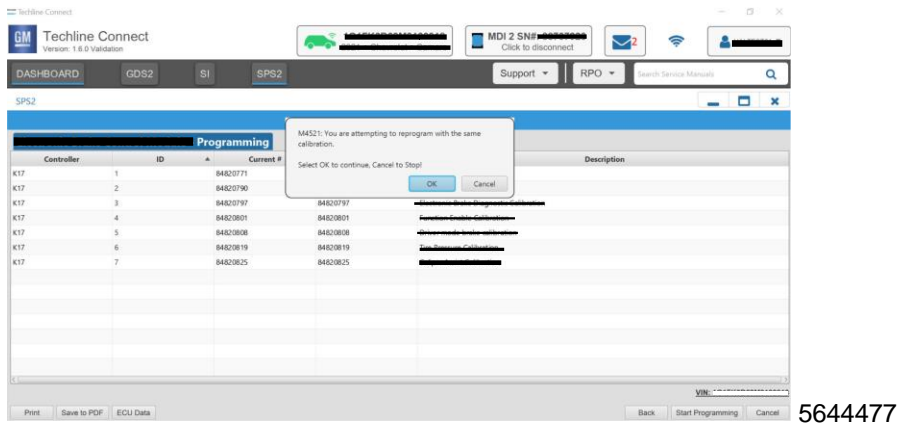


**Important:** If the vehicle VIN DOES NOT match, the message below will be shown.



# Customer Satisfaction Program

## N232428540 Multiple Module Reprogramming



**Important:** Techline Connect screens shown above.

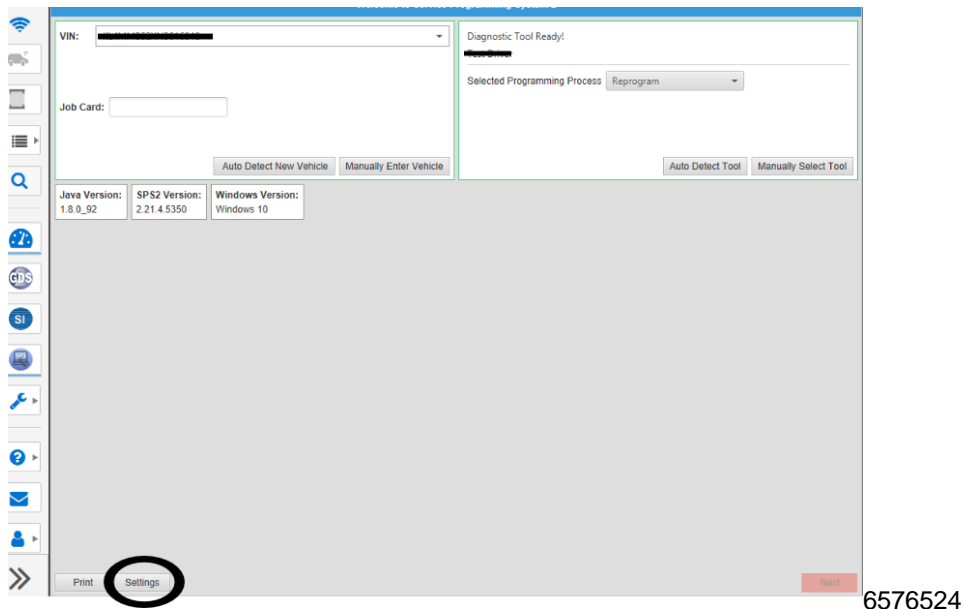
**Important:** If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

**Important:** Serial Data Gateway Module MUST be the first module programmed. After completion, Radio USB and SPS programming MUST be the second module programmed. Then, continue reprogramming all equipped modules shown in the "Select Controller" section of SPS2 in Techline Connect.

**Important:** Using a USB wired connection between PC and MDI2 for the following procedure is highly recommended. This is recommended due to the large file sizes being transferred between the PC and MDI2.

**Important:** Clearing the SPS Cache before programming will help with potential errors that may occur

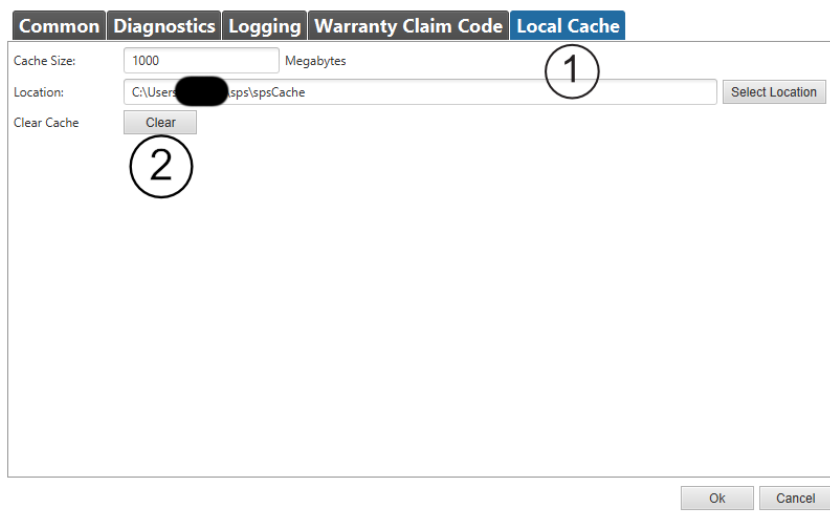
1. Launch SPS.



2. Select "Settings".

# Customer Satisfaction Program

## N232428540 Multiple Module Reprogramming



6576525

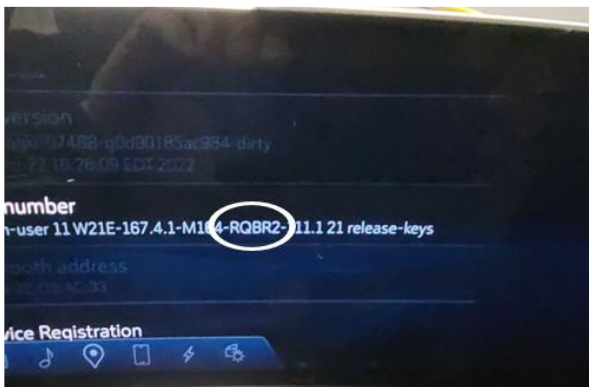
3. Select "Local Cache" (1) tab.
4. Select "Clear" tab (2) and then "OK".
5. Reprogram the serial data gateway module. Refer to *K56 Serial Data Gateway Module: Programming and Setup* in SI.

### Radio USB and SPS Programming Procedure Special Instructions

**Important: YOU MUST follow the bullet points below:**

- Use a USB C type flash drive for the vehicle, it is not recommended to use an adapter as this may cause the programming event to fail.
- USB 3.0 & above with FAT32 format.
- Minimum size 16GB, maximum size 32GB.

1. Ignition On, verify the build number:

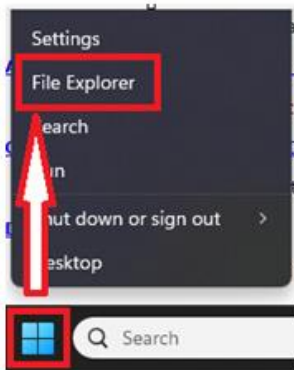


6554765

- 5.1. If the build number is W37E-169.1.2-M164-RQBR2-198.1. continue to step 2. **RQBR2 is what should be verified.**
- 5.2. If the build number is 170.5.1-M166-SQBR3-187.1 continue to step 20.
2. Ignition/vehicle OFF.
3. Connect a USB drive to the computer.
4. Perform a Quick Format on the USB drive to FAT32.

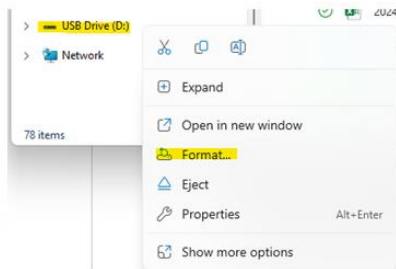
# Customer Satisfaction Program

## N232428540 Multiple Module Reprogramming

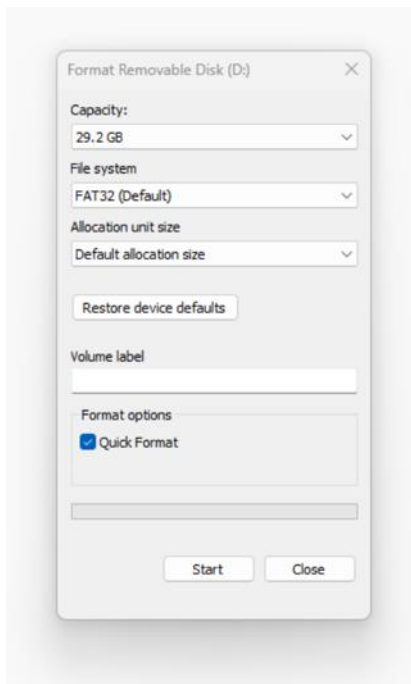


6554766

4.1. Right Click windows logo and select File Explorer.



6554767



6554768

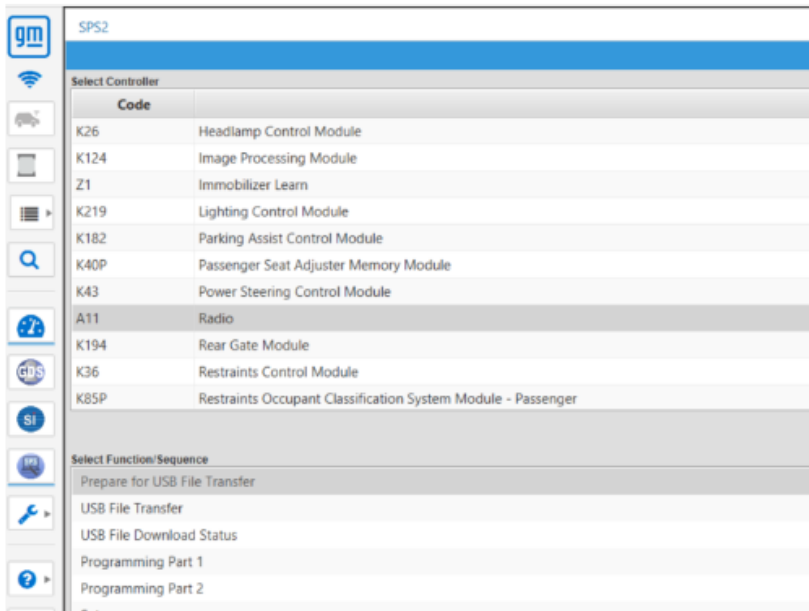
4.2. Right click on the USB drive in File Explorer and select format.

5. Access the Service Programming System (SPS) and follow the on-screen instructions.

**Important:** It is critical to perform the USB update first before SPS programming. Performing this out of sequence will result in the radio not programming properly and may cause damage to the radio beyond recovery.

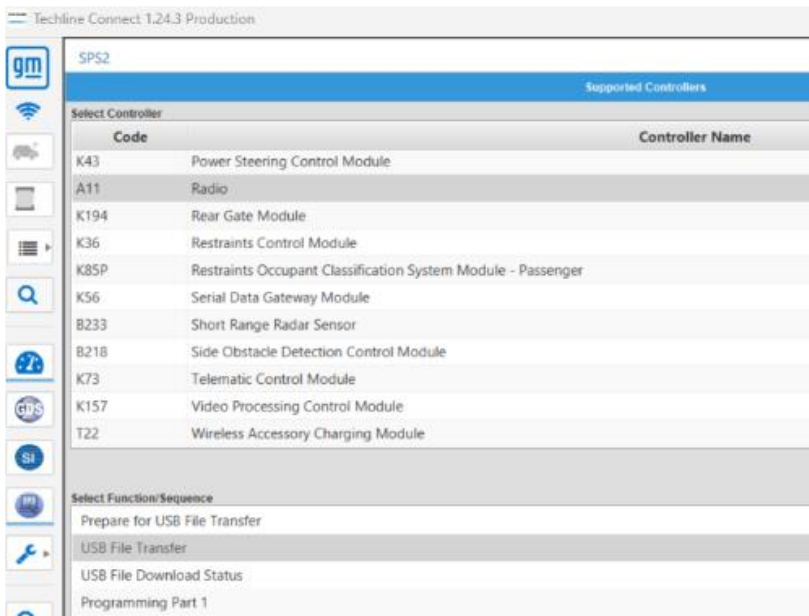
# Customer Satisfaction Program

## N232428540 Multiple Module Reprogramming



6568701

6. On the SPS Supported Controllers screen, select A11 Radio – Prepare for USB File transfer.



6568770

7. On the SPS Supported Controllers screen, select A11 Radio – USB File Transfer.
8. Upon completion of the file transfer, properly eject the USB drive from the computer.
9. Ignition On. VEHICLE MUST BE in service mode.
10. Connect the USB drive to the USB port in the vehicle.

**Note:** The radio may go black and restart multiple times during the update, please do not shut the vehicle off if this happens, this is a normal part of the programming process.

# Customer Satisfaction Program

## N232428540 Multiple Module Reprogramming



Select Controller	
Code	Controller Name
K182	Parking Assist Control Module
K40P	Passenger Seat Adjuster Memory Module
K43	Power Steering Control Module
A11	Radio
K194	Rear Gate Module
K36	Restraints Control Module
K85P	Restraints Occupant Classification System Module - Passenger
K56	Serial Data Gateway Module
B233	Short Range Radar Sensor
K73	Telematic Control Module
K183	UHF Short Range Low Energy Remote Control Access Transceiver
T22	Wireless Accessory Charging Module

Select Function/Sequence
Prepare for USB File Transfer
USB File Transfer
USB File Download Status
Programming Part 1
Programming Part 2

Select Programming Type
Normal
VCI

6576531

**Note:** If the radio screen is blank (or goes blank) and is unable to display the status of the USB update, there is a selection in SPS under Radio "Function/Sequence" labeled "USB File Download Status". This will display a download status bar on your PC in SPS to monitor USB progress.

11. The infotainment system will recognize that update files are available. Follow the infotainment display on-screen instructions and select Update when prompted. Programming may take up to 30 minutes.
12. If an unsuccessful programming event occurs, refer to “**Unsuccessful Programming**” at the end of this service procedure.

**Note:** Once the update is initiated, there is no need to monitor the progress.

**Note:** If no instructions immediately appear on the infotainment display, select the following menu options:

- Home
- Settings
- System
- Updates

13. Upon completion of programming, remove the USB drive.
14. Restart Techline Connect.
15. Access the Service Programming System (SPS) and follow the on-screen instructions.
16. On the SPS Supported Controllers screen, select A11 Radio – Programming Part 1 and then follow the on-screen instructions.

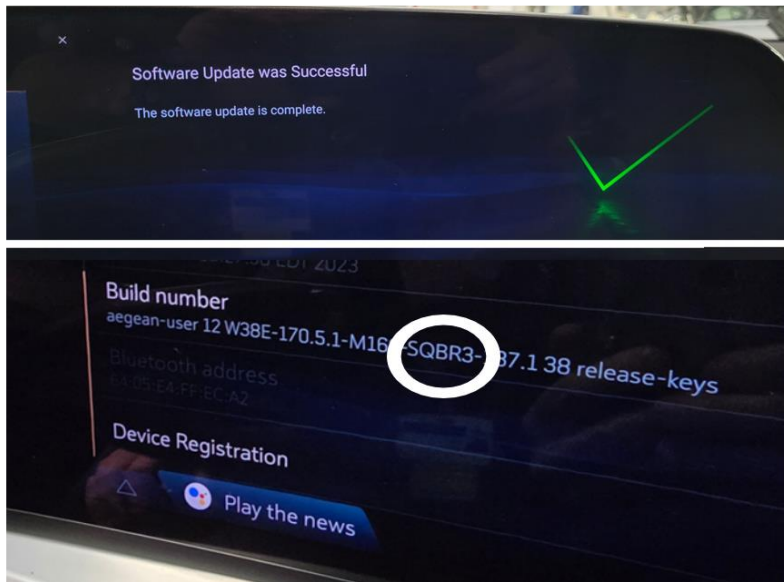
**Note:** During programming part 1 SPS will tell you that the programming event failed. This due to a technical difficulty in SPS. Please proceed to programming part 2.

**Note:** Programming Part 1 will reboot the radio and automatically turn the vehicle OFF.

17. On the SPS Supported Controllers screen, select A11 Radio – Programming Part 2 and then follow the on-screen instructions.
18. Clear DTCs.
19. Ignition OFF, Retained Accessory Power (RAP) OFF, remove the key fob from range of the vehicle, and let the vehicle sit for five minutes.

# Customer Satisfaction Program

## N232428540 Multiple Module Reprogramming



6554770

20. Ignition On, verify the build number is 170.5.1-M166-**SQBR3**-187.1. **SQBR3** is what should be verified. If build number displays 170.5.1-M166-**SQBR3-187.1**, continue to step 22.
  21. If the radio does NOT display 170.5.1-M166-**SQBR3-187.1** please go back to step one and go through the update and programming process again.
  22. Ignition Off.
  23. Connect a USB drive to the computer.
- Important:** USB drive must be reformatted again before downloading files from SPS2.
24. Perform a Quick Format on the USB drive to FAT32.
  25. Access the Service Programming System (SPS) and follow the on-screen instructions.
  26. On the SPS Supported Controllers screen, select A11 Radio – Prepare for USB File transfer.
  27. On the SPS Supported Controllers screen, select A11 Radio – USB File Transfer
  28. If an unsuccessful programming event occurs, refer to “**Unsuccessful Programming**” at the end of this service procedure.
  29. Upon completion of the file transfer, properly eject the USB drive from the computer.
  30. Ignition ON, in service mode.
  31. Connect the USB drive to the USB port in the vehicle.
  32. The infotainment system will recognize that update files are available. Follow the infotainment display on-screen instructions and select Update when prompted. Programming may take up to 30 minutes.
  33. If an unsuccessful programming event occurs, refer to “**Unsuccessful Programming**” at the end of this service procedure.

**Note:** Once the update is initiated, there is no need to monitor the progress.

**Note:** If no instructions immediately appear on the infotainment display, select the following menu options:

- Home
- Settings
- System
- Updates

34. Upon completion of programming, remove the USB drive.

# Customer Satisfaction Program

## N232428540 Multiple Module Reprogramming



35. Restart Techline Connect.

**Important:** It is critical that you restart Techline connect. Failure to do so will cause the update to not properly install and may cause the radio to be damaged beyond recovery.

36. Access the Service Programming System (SPS) and follow the on-screen instructions.

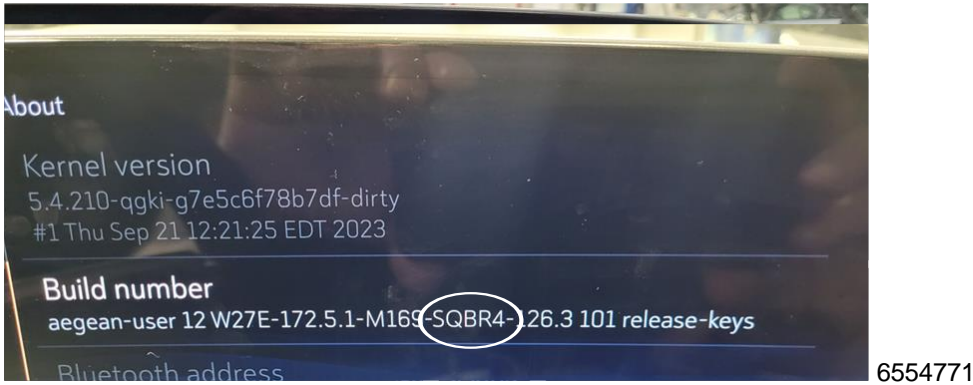
37. On the SPS Supported Controllers screen, select A11 Radio – Programming Part 1 and then follow the on-screen instructions.

**Note:** During programming part 1 SPS will tell you that the programming event failed. This is due to a technical difficulty in SPS. Please proceed to programming part 2.

**Note:** Programming Part 1 will reboot the radio and automatically turn the vehicle OFF.

38. On the SPS Supported Controllers screen, select A11 Radio – Programming Part 2 and then follow the on-screen instructions.

39. Clear DTCs.



40. Ignition OFF, Retained Accessory Power (RAP) OFF, remove the key fob from range of the vehicle, and let the vehicle sit for five minutes. Verify the build number W27E-172.5.1-M169-**SQBR4-126.3**. **SQBR4 is what should be verified.**

41. If the build information does not display W27E-172.5.1-M169-**SQBR4-126.3**, please go back to step 21 and go through the update and programming process again.

42. If the build information displays W27E-172.5.1-M169-**SQBR4-126.3** then updating and programming is complete.

43. After programming is complete, verify “Quick Startup” is on: Settings -> System -> Quick Startup -> On.

Reprogram all the available modules in Techline Connect. Not all vehicles will be equipped with all of the modules listed below.

Use the table below as a “Check List” to mark modules as completed while programming.

K56 Serial Data Gateway Module Reprogramming with SPS	K132 Pedestrian Alert Sound Control Module Reprogramming with SPS	K40P Passenger Seat Adjuster Memory Module Reprogramming with SPS	B233 Short Range Radar Sensor Reprogramming with SPS	P2F Video Display - Passenger Seat Back Reprogramming with SPS
A11 Radio Reprogramming with USB and SPS	K26 Headlamp Control Module Reprogramming with SPS	T22 Wireless Accessory Charging Module Reprogramming with SPS	K212 Gear Shift Control Module Reprogramming with SPS	A26 Heater and Air Conditioning User Interface Control - Front Reprogramming with SPS
K160 Brake System Control Module	K43 Power Steering Control Module	K16 Battery Energy Control Module Reprogramming with SPS	K36 Restraints Control Module Reprogramming with SPS	K107 Drive Motor Control Module

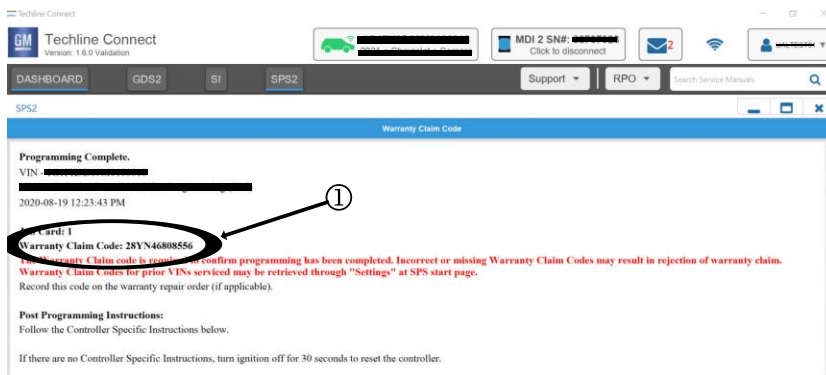
# Customer Satisfaction Program

## N232428540 Multiple Module Reprogramming



Reprogramming with SPS	Reprogramming with SPS			Reprogramming with SPS
K9 Body Control Module Reprogramming with SPS	K124 Image Processing Module Reprogramming with SPS	K219 Lighting Control Module Reprogramming with SPS	K85P Restraints Occupant Classification System Module - Passenger Reprogramming with SPS	
K183 UHF Short Range Low Energy Remote Control Access Transceiver Reprogramming with SPS	K174W Front View Camera Reprogramming with SPS	B218L Side Obstacle Detection Control Module - Left Reprogramming with SPS	T3 Audio Amplifier Reprogramming with SPS	
K182 Parking Assist Control Module Reprogramming with SPS	K180 Driver Monitoring System Control Module Reprogramming with SPS	B218R Side Obstacle Detection Control Module - Right Reprogramming with SPS	K194 Rear Gate Module Reprogramming with SPS	
K73 Telematic Control Module	K40D Driver Seat Adjuster Memory Module Reprogramming with SPS	B233B Forward Range Radar Sensor - Long Range Reprogramming with SPS		

1. Reprogram image processing module. Refer to *K124 Image Processing Module: Programming and Setup* in SI.
2. Restart Techline Connect.
3. Reprogram all equipped modules shown in the “Select Controller” section of SPS2 in Techline Connect. Refer to *Diagnostic Overview, Starting Point, and Programming> Programming and Setup> Repair Instructions* in SI for the applicable modules being reprogrammed.
4. Complete an OnStar call and ask for Tech Support and request a unit reconfiguration.
5. If the front view camera module and/or image processing module are reprogrammed, the front view camera module MUST be calibrated. Refer to *Front View Camera - Windshield Learn* in SI.



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.

# Customer Satisfaction Program

## N232428540 Multiple Module Reprogramming



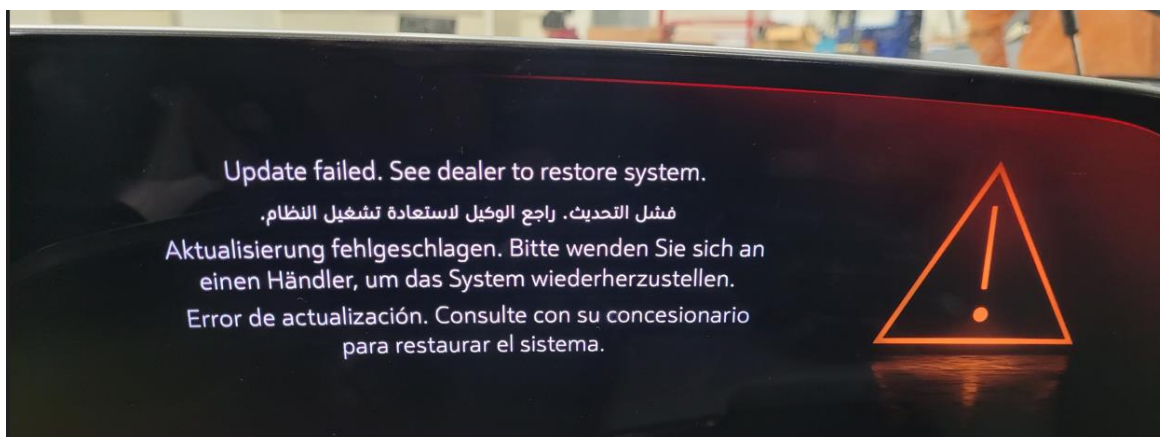
6. Clear DTC's.
7. Record **Serial Data Gateway Module** SPS Warranty Claim Code on job card for warranty transaction submission.

**Note:** This module is the only Warranty Claim Code that is required to be submitted.

8. After all modules have been programmed, check the functionality of the following:
  - 360 Camera
  - Back-up Camera
  - Radio Audio & Chimes
  - OnStar Green Light
9. After completing all module updates, confirm vehicle charging functionality by connecting the vehicle to charger for a minimum 10 minutes. Confirm charging functions normally and no DTCs are set.

### If Unsuccessful Programming Occurs:

1. There is a chance for an error to be encountered during the USB update portion of the procedure right around 60% completed.
  - 1.1. This happens once the USB is in the vehicle and the progress bar can be seen on screen.
2. If the error occurs the screen will look like below



3. In this case pull the USB from the vehicle and reformat again as shown in step 7 under service procedure.
4. Access the Service Programming System (SPS) and follow the on-screen instructions.
5. On the SPS Supported Controllers screen, select A11 Radio – USB Copy/USB File Transfer.
6. Upon completion of the file transfer, properly eject the USB drive from the computer.
7. Connect the USB drive to the USB port in the vehicle.
  - 7.1. If the screen fails to show a progress bar once reinserted, pull out and reinsert again.
8. These steps should allow the progress bar to restart and complete successfully.
9. If you require further assistance, or would like verbal instructions in addition to this part of the service procedure please contact Techline Customer Support Center 1-800-828-6860 for English or 1-800-503-3222 for French (Canadian) for assistance.

### Dealer Responsibility

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action 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 Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty

# Customer Satisfaction Program

## N232428540 Multiple Module Reprogramming



transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the SHIFT Digital system, or once again be used in the Courtesy Transportation 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 31, 2026. 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 31, 2026, 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. For more details reference bulletin (17-NA-073).

To address your customer's transportation needs while their vehicle is being serviced, you can review the customer courtesy transportation options available. For rentals, shuttle, public transportation details reference bulletin (07-00-89-037).

An additional customer transportation option, for this specific field action, that could be provided would be Pickup and Delivery (by participating dealers). The allowance is up to \$45 (\$22.50 for pickup and \$22.50 for drop off), both USD and CAD. This can be claimed in the same section as Rentals under the Shuttle field.

When a dealer puts a customer in a rental vehicle (Courtesy Transportation), the dealer would enter the "daily amount" into the Rental Field under Net Items. Once the value is entered into the Rental Field, the additional fields of "Rental VIN", "Rental Days" and "Rental Reason" are displayed and must be completed.

If a dealer puts a customer in a rental vehicle (Courtesy Transportation) and uses the Pickup and Delivery to deliver the rental to the customer then, the dealer will complete the Rental claim information per above and enter the Pickup and Delivery \$45 (\$22.50 for pickup and \$22.50 for drop off), both USD and CAD in Net Items, Miscellaneous.

# Customer Satisfaction Program

## N232428540 Multiple Module Reprogramming



Base Labour Time:

Set Up Time:  Additional Time:  Paint Mix Time:

Administration Time:  Diagnosis Time:

Other Labor Operation Code:  Other Labour Time:

**Parts [Top](#)**

Line Number	Causal Part	Part Quantity	Part Number	Cost Per Part	Svc Agent Trade	Non-GM Part	Serial Number
1	<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="button" value="+"/>

Causal Part Number:  If no causal part number available, please enter description:

**Net Items [Top](#)**

Type	Amount	Additional Details
Rental	<input type="text" value="1"/>	Rental VIN: <input type="text"/> Rental Days: <input type="text"/> Rental Reason: <input type="text" value="&lt;Select One&gt;"/>
Shuttle	<input type="text" value="1"/>	<input checked="" type="radio"/> One Way <input type="radio"/> Two Way
Public Transport	<input type="text"/>	
Towing	<input type="text" value="1"/>	Invoice Number: <input type="text"/> Towing Distance: <input type="text"/>
Sublet	<input type="text" value="1"/>	Invoice Number: <input type="text"/>
Paint Material	<input type="text" value="1"/>	
Admin Allowance	<input type="text" value="1"/>	
Freight & Postage	<input type="text" value="1"/>	Additional Information: <input type="text" value="Freight/Postage"/>
Parts Expedite	<input type="text" value="1"/>	
Miscellaneous	<input type="text" value="1"/>	Additional Information: <input type="text"/>
Customer Reimbursement	<input type="text" value="1"/>	Invoice Number: <input type="text"/>

6568768

### Customer Notification

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

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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

## N232428540 Multiple Module Reprogramming



April 2024

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

Dear General Motors Customer:

Your Cadillac LYRIQ is due for a software update that must be performed at the dealership. Our highest priority is ensuring that you have the best ownership experience possible.

**What We Will Do:** Your GM dealer will perform a comprehensive software update. This update will enable your vehicle to receive over-the-air software updates that will improve your ownership experience, including the important enhancements below:

- Improved Super Cruise™\* and Adaptive Cruise Control# availability
- More convenient universal remotes and glove box controls
- Faster myCadillac Mobile App† remote commands^

Once completed, your vehicle will have the most up-to-date technology available, including the latest infotainment features, performance enhancements, and more. This service will be performed for you at no charge until **April 31, 2026**. 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 service. When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

If you need transportation while your vehicle is being serviced, inquire with your dealer about their courtesy vehicle and convenient pickup & delivery options.

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	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 Cadillac LYRIQ provides you many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

N232428540