



Service Bulletin

Bulletin No.: 24-NA-090

Date: May, 2024

TECHNICAL

Subject: SuperCruise Unavailable – No road Info: Road Expansion

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:	
		from	to	from	to			
Cadillac	CT4	2021	2024					
	CT5							
	Escalade							
Chevrolet	Silverado 1500 LTD (RPO J21, VIN Digit 5 = W / Y)	2022	2022					
	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)							
	Silverado 1500	2023	2024					
	Suburban	2022	2024					
	Tahoe							
GMC	Hummer EV Pickup	2022	2024					
	Hummer EV SUV							
	Sierra 1500 Limited (RPO J21, VIN Digit 5 = 8 / 9)	2022	2022					
	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)							
	Sierra 1500	2023	2024					
	Yukon Yukon XL	2022	2024					

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with RPO UKL
Condition	Some customers may comment on SuperCruise being unavailable. A "No Road Info" message illuminated in the Driver Information Center (DIC) when they engage SuperCruise on a known SuperCruise road. DTCs may not set.

Cause	The cause of the condition may be due to the map module not having the latest software available for the road expansion map to update.
Correction	<p>Technicians are asked to:</p> <ol style="list-style-type: none"> 1. Verify the type of road the customer is trying to engage SuperCruise on. (Parking lots are not an approved road) 2. Model Years 2021 and 2022- Update both the External Object Calculation Module (EOCM) software in the K124 Image Processing Module and the High-Definition Localization Module (HDLM) software in the K179 Automated Driving Mapping Module. 3. Model Years 2023 and 2024- Only update the HDLM. 4. Notify customers that they will need to drive their vehicle up to 60 hours for the first map update before they start seeing new roads become available. It will be downloading behind the scenes- and the customer will not see any prompts.

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.

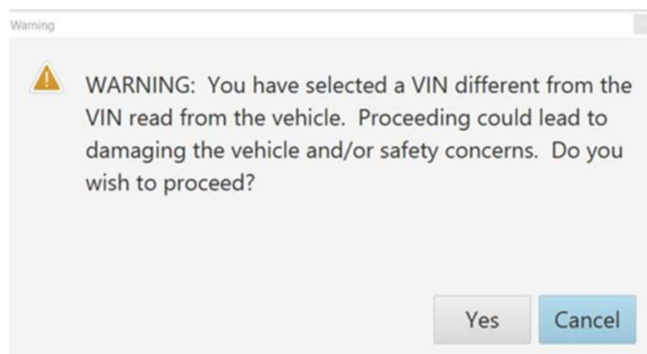
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in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

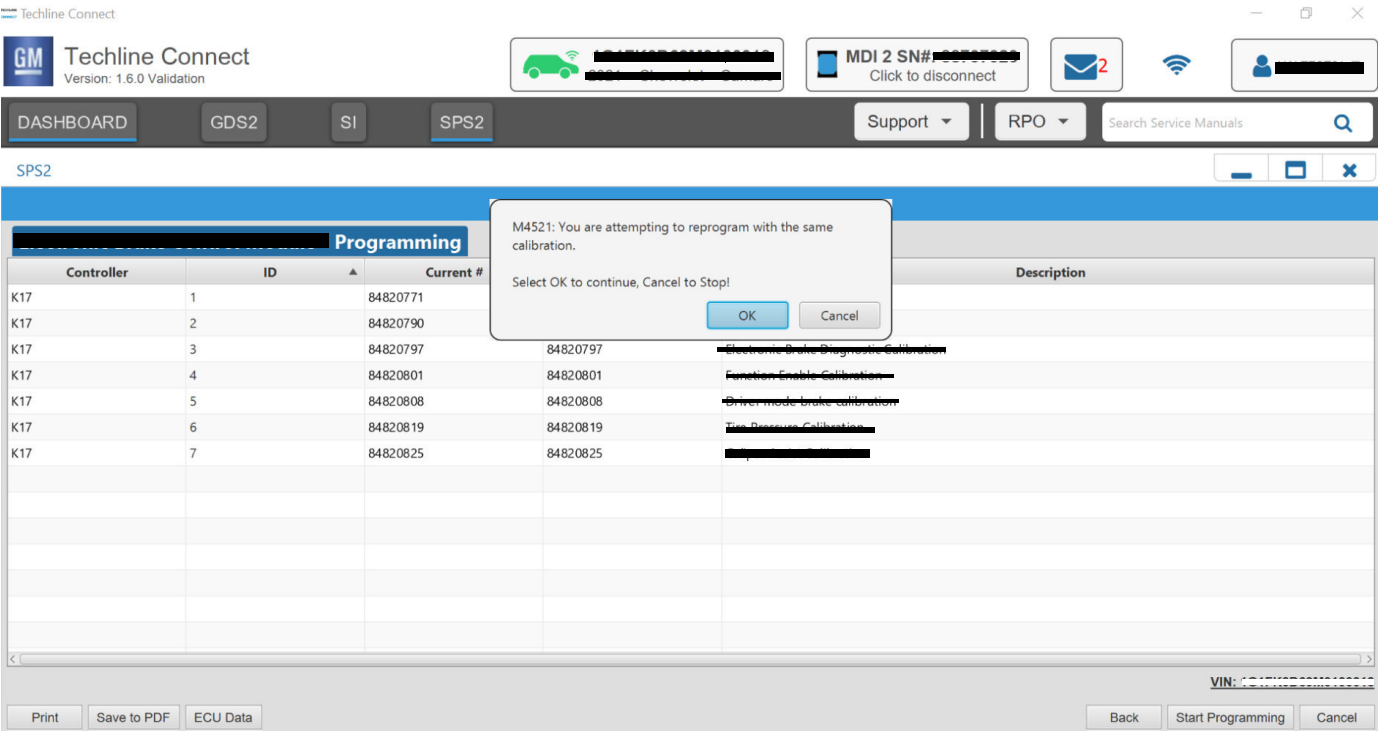
The screenshot shows the Techline Connect SPS2 interface. At the top, there is a header with the GM logo and 'Techline Connect Version: 1.8.0.2 Production'. Below this is a navigation bar with tabs for DASHBOARD, GDS2, SI, and SPS2. The SPS2 tab is selected. On the right side of the header, there are buttons for 'Connect Vehicle', a mail icon with a red '1', a Wi-Fi icon, and a user profile icon. Below the navigation bar, the main area is titled 'Welcome to Service Programming System 2'. On the left, there is a form with fields for VIN, Model, Type, Make, Year, and Job Card. The VIN field is highlighted with a circled '1'. On the right, there is a section for 'Diagnostic Tool Ready!' with the tool ID 'J2534' and a 'Selected Programming Process' dropdown menu set to 'Reprogram'. At the bottom left, there are buttons for 'Auto Detect New Vehicle' and 'Manually Enter Vehicle'. At the bottom right, there are buttons for 'Auto Detect Tool' and 'Manual'. At the bottom left of the main area, there are status boxes for 'Java Version: 1.8.0_92', 'SPS2 Version: 2.8.5.5060', and 'Windows Version: Windows 10'. At the bottom left of the entire interface, there are 'Print' and 'Settings' buttons.

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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 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.

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1. Reprogram the K179 Automated Driving Mapping module, for **Model Years 2021 and 2022** also update the K124 Image Processing Module. Refer to *K179 Digital Map Control Module: Programming and Setup in SI*. **Model Years 2021 and 2022** also refer to *K124 Image Processing Module: Programming and Setup in SI*.

Programming Complete.
VIN: [REDACTED]
2020-08-19 12:23:43 PM

Job Card: 1
Warranty Claim Code: 28YN46808556

The Warranty Claim code is required to confirm programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim. Warranty Claim Codes for prior VINs serviced may be retrieved through "Settings" at SPS start page.

Record this code on the warranty repair order (if applicable).

Post Programming Instructions:
Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

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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.

- Record SPS 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
*2887628	Reprogram K179 Automated Driving Mapping Module	0.3 hr
Add	For Model Years 2021 and 2022 also Reprogram K124 Image Processing Module	0.3 hr

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

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

Labor Operation	Description	Labor Time
<p>Labour Time [Top]</p> <p>Labour Operation Code: <input type="text"/></p> <p>Additional labour op code information: <input type="text"/></p> <p>SPS Warranty Claim Code: <input type="text"/></p>		

- The Warranty Claim Code 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.

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Warranty Claim Code Information Retrieval

[illegible]

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 May 23, 2024

