



# Service Bulletin

Bulletin No.: 24-NA-104

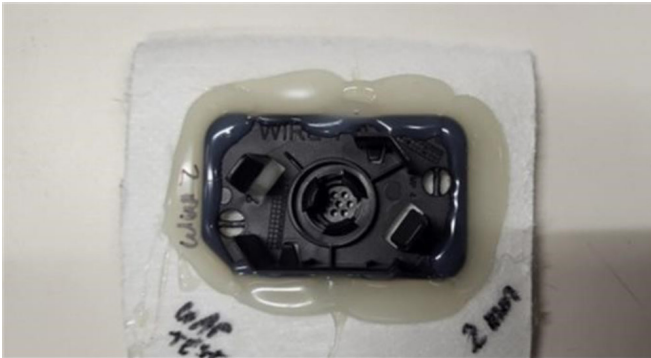
Date: June, 2024

## TECHNICAL

**Subject: ANC Microphone Projecting Loud Engine Noise in Cabin at 1200-2500 RPM**

**This Service Bulletin replaces PIC6520D. Please discard all versions of PIC6520.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4	2024	2024	—	—	—	—

<b>Involved Region or Country</b>	North America, Middle East, Cadillac Korea (South Korea)
<b>Additional Options (RPOs)</b>	Equipped with RPO IVD
<b>Condition</b>	Some customers may comment on a loud droning noise inside cabin at 1200-2500 RPMs. Customers may also feel a strong vibration caused by the loud noise.
<b>Cause</b>	The cause of the condition may be a radio software anomaly or a gap between the ANC microphone bracket(s) and headliner.
<b>Correction</b>	<p>1. Update the radio.</p> <ul style="list-style-type: none"> <li>Verify the radio software is at W26E-172.4.2-M169-SQBR4-123.4.</li> </ul> <p><b>Note:</b> To check the build number, go to settings&gt;system&gt;about&gt;build number.</p> <ul style="list-style-type: none"> <li>If the vehicle is <b>not</b>, please refer to Service Bulletin <b>23-NA-222</b> before proceeding. The completion of the update to W26E-172.4.2-M169-SQBR4-123.4 will address the concern in this bulletin and no additional programming or updating is required.</li> <li>If the vehicle is at W26E-172.4.2-M169-SQBR4-123.4, please perform SPS programming for the calibration update. USB update is not required.</li> </ul> 

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|  | 2. If the droning noise does <b>not</b> go away after the radio update is complete, drop the headliner to inspect the four ANC microphone brackets. If there is a gap between a bracket and the headliner, add glue around the perimeter of the bracket to seal the gap. |
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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.**

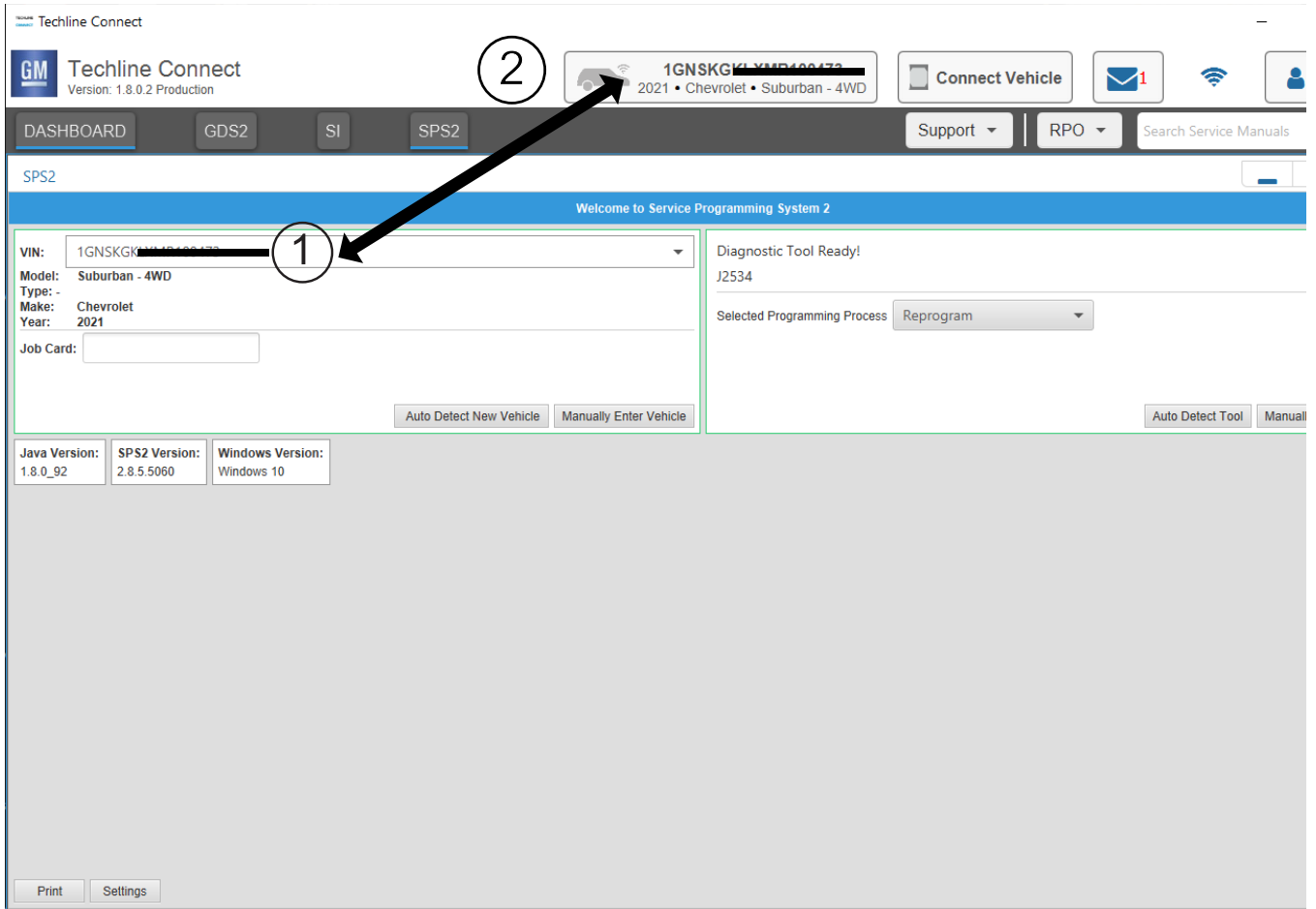
**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

- 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](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.

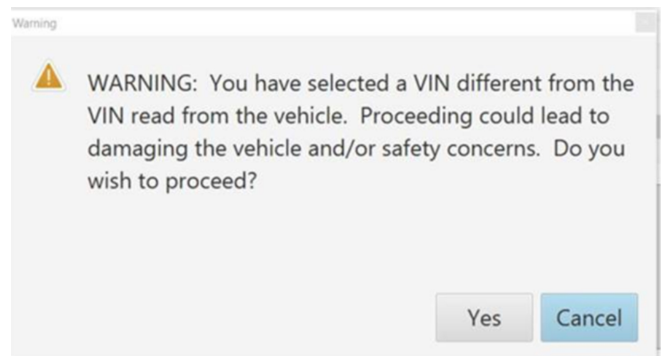
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in 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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Techline Connect  
Version: 1.6.0 Validation

DASHBOARD GDS2 SI SPS2 Support RPO Search Service Manuals

SPS2

Controller	ID	Current #	Description
K17	1	84820771	
K17	2	84820790	
K17	3	84820797	84820797 <del>Electronic Brake Diagnostic Calibration</del>
K17	4	84820801	84820801 <del>Function Enable Calibration</del>
K17	5	84820808	84820808 <del>Driver mode brake calibration</del>
K17	6	84820819	84820819 <del>Low Pressure Calibration</del>
K17	7	84820825	84820825 <del></del>

Print Save to PDF ECU Data Back Start Programming Cancel

**Important:** Techline Connect screen 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. Record the WCC on the job card. No further action is required. Refer to the Warranty Information section of this bulletin.

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1. Reprogram the radio. Refer to *A11 Radio: Programming and Setup*. If the vehicle is at W26E-172.4.2-M169-SQBR4-123.4, please perform SPS programming for the calibration update. USB update is not required.

Techline Connect  
Version: 1.6.0 Validation

DASHBOARD GDS2 SI SPS2 Support RPO Search Service Manuals

SPS2

Warranty Claim Code

**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.

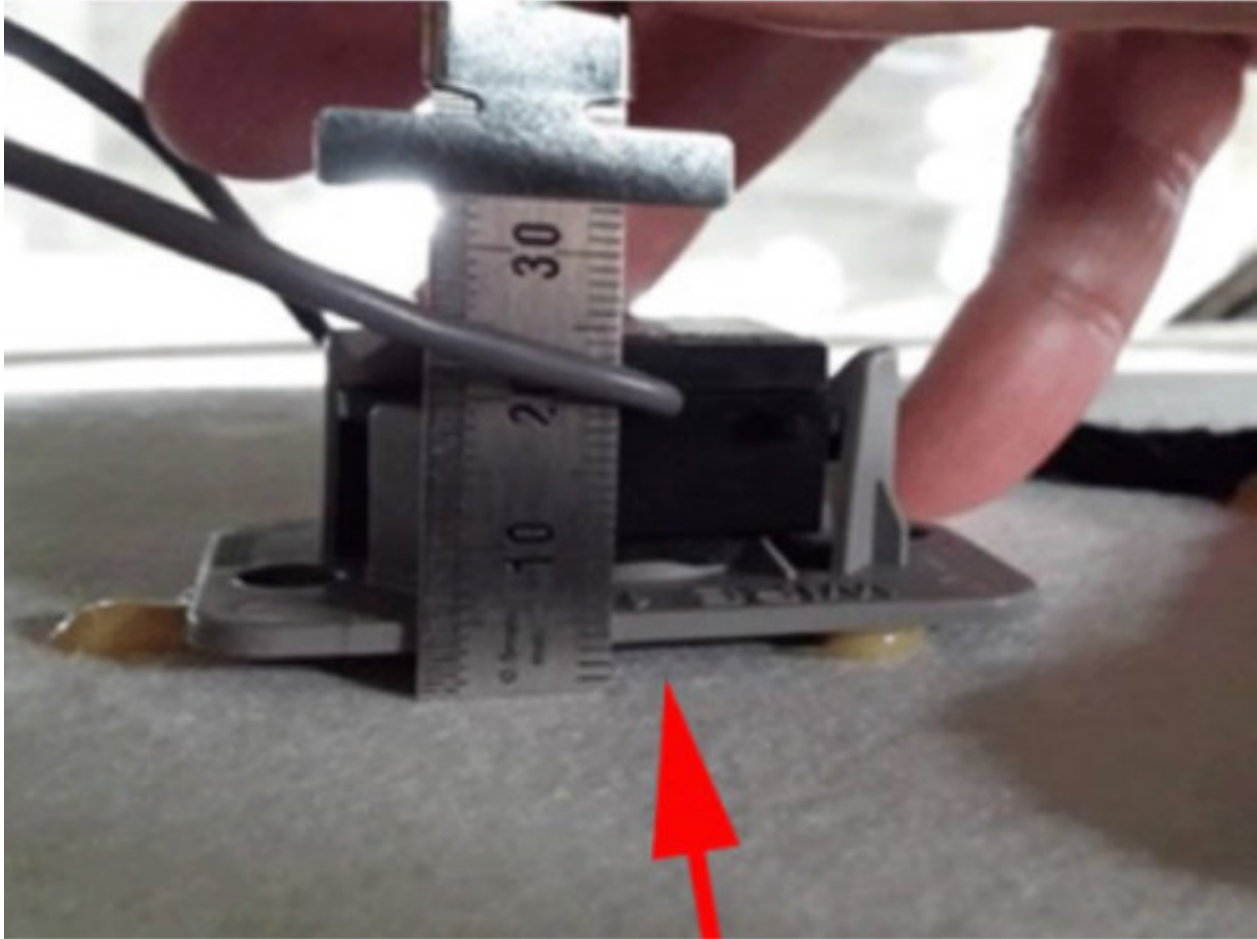
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**Note:** The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

**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.

2. Record the SPS Warranty Claim Code on the job card for warranty transaction submission.

3. If the droning noise does **not** go away after the radio update is complete, drop the headliner to inspect the four ANC microphone brackets. If there is a gap between a bracket and the headliner, add glue around the perimeter of the bracket to seal the gap. Refer to *Active Noise Cancellation Microphone Replacement* to glue the bracket.



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**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
2810335**	Radio Reprogramming with SPS	Use Published Labor Operation Time
1086808*	Add Glue to Perimeter of ANC Microphone Bracket(s)	2.7 hrs

\*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 <a href="#">[Top]</a></p> <p>Labour Operation Code:</p> <p>Additional labour op code information: <input type="text"/></p> <p>SPS Warranty Claim Code: <input type="text"/></p>		

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- 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.

### Warranty Claim Code Information Retrieval

The screenshot shows a software interface with a 'Warranty Claim Code' dialog box. The dialog box has tabs for 'Common', 'Diagnostics', 'Logging', 'Warranty Claim Code', and 'Local Cache'. The 'Warranty Claim Code' tab is active and contains a table with the following data:

VIN	Module	Function	Warranty Claim Code	Job Card
[REDACTED]	K73 - Telematics Communication Interface Control Module	Programming & Service Activation	[REDACTED]	test
[REDACTED]	K9 - Body Control Module	Programming	[REDACTED]	test
[REDACTED]	K5 - Automatic Level Control Module Ignition	Off	[REDACTED]	test driver
[REDACTED]	K56 - Serial Data Gateway Module	Programming	[REDACTED]	test driver

Arrows and circled numbers indicate: 1 points to the 'Settings' button in the bottom left of the main interface, and 2 points to the 'Warranty Claim Code' tab in the dialog box.

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.

<b>Version</b>	1
<b>Modified</b>	Released June 07, 2024

