

GENERAL MOTORS
DCS6965
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 14, 2024

Subject: REVISION: N232428540-02 – Customer Satisfaction Program
Multiple Module Reprogramming
Revised Service Procedure and Population Expansion

Models: 2023 Cadillac LYRIQ

All remaining 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.

This bulletin is being revised to update the Service Procedure. Please discard all previous copies of N232428540.

END OF MESSAGE

Customer Satisfaction Program

N232428540 Multiple Module Reprogramming



Release Date: August 2024

Revision: 02

Revision Description: This bulletin is being revised to update the Service Procedure. Please discard all previous copies of N232428540.

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.

For vehicles that are in Open status in Non-Compliance N232431050 Recall, first perform the service procedure in that bulletin, before completing the service procedure in this bulletin.

This program is in effect until May 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.

Condition	Certain 2023 model year Cadillac LYRIQ vehicles may require software updates that improve the customer experience and optimize future over-the-air updates.
Correction	Dealers will perform a comprehensive software update.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9500002*	Vehicle Wide Programming	Use Actual Programming Time	ZFAT	N/A
	ADD: To Program Radio (Includes USB File Transfer)	0.5		
	ADD: Set up	0.2		

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

Note: For issues related to Warranty Administration, refer to bulletin 24-NA-132

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

Labour Operation Code:

Additional labour op code information:

SPS Warranty Claim Code:

6125814

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

Customer Satisfaction Program

N232428540 Multiple Module Reprogramming



- 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.

For information on submitting Vehicle Wide Programming field action claims, please refer to Warranty Administration Bulletin (24-NA-132)

Warranty Claim Code Information Retrieval

VIN	Module	Function	Total Time	Warranty Claim Code
K179	Automated Driving Mapping Module Ignition	Off		6EYY224326501
A11	Radio USB File	Transfer		80YN224269093
K9	Body Control Module Control Function (Power Mode)	Off		05YY224128407
K9	Body Control Module Control Function (Power Mode)	Off		05YB224126144
	WWP - WWP	WWP	11 Minutes	VPYZ224122944
B174W	Frontview Camera Module IgnitionOff			BCYX223947069
B174W	Frontview Camera Module IgnitionOff			BCYX223938768
B174W	Frontview Camera Module IgnitionOff			BCYX223935640
K20	Engine Control Module Ignition	Off		05BZ223867891
K40D	Driver Seat Adjuster Memory			

6693878

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: 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 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 Vehicle Wide 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.

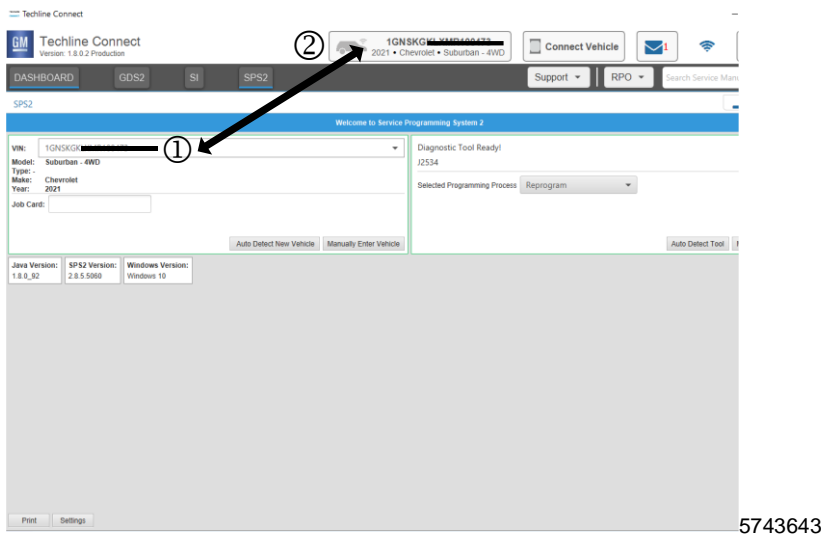
Customer Satisfaction Program

N232428540 Multiple Module Reprogramming

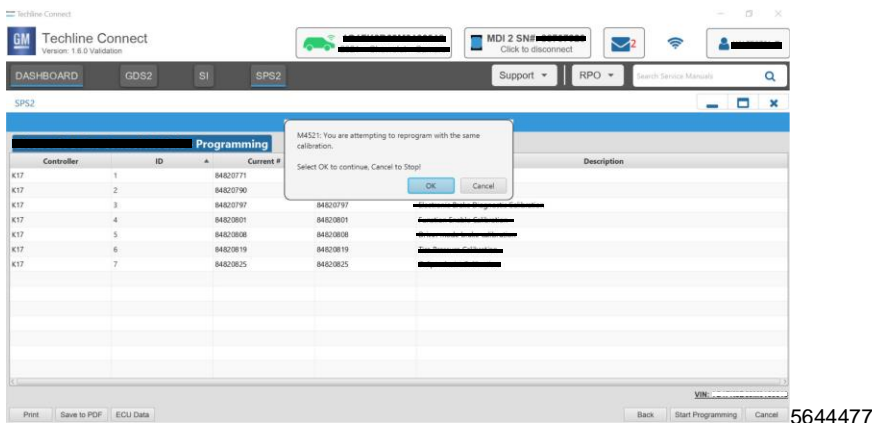
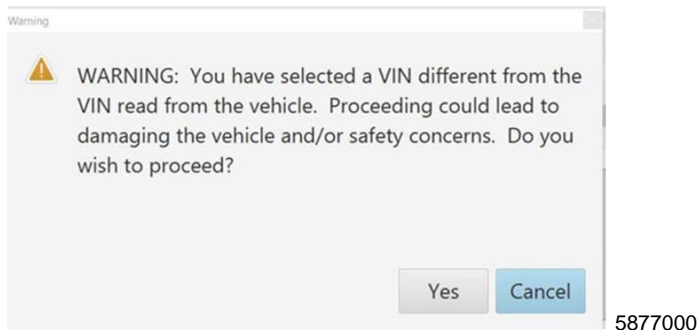


- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in 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 Body Control Module (BCM) is the primary module (for VIP EV 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.

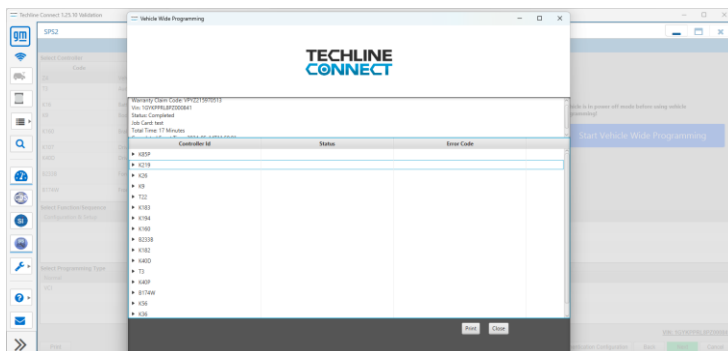
Important: Vehicle Wide Programming will only work with a wired MDI2 connection. It is also necessary to remove any wireless dongles from the computer being used as these will not allow the Vehicle Wide Programming to be selectable. If the Vehicle Wide Programming is not selectable with a wired MDI2, confirm it shows disconnected in SPS2 and then (if needed) exit out of TLC and log-in again.

Important: It is critical to remove ALL aftermarket devices connected to the DLC and all USB devices connected to the vehicle USB ports. Additionally, all wireless Bluetooth USB connectors (mouse, keyboard, etc) MUST be disconnected from the computer prior to opening Techline Connect.

Important: After Radio USB programming is complete, verify the software version on Radio Screen matches the current version shown on the Warranty Claim Code (WCC) screen in Techline Connect (TLC). Refer to the WCC screen for instructions on how to navigate to the software version within the Radio menu.

For Canada Only: For vehicles that are in Open status in Non-Compliance N232431050 Recall, first perform the service procedure in that bulletin, before completing the service procedure in this bulletin.

1. Within SPS, perform the following steps for the A11 Radio. Refer to *A11 Radio Programming and Setup* in SI:
 - 1.1 Prepare for USB File Transfer
 - 1.2 USB File Transfer
 - 1.3 Programming Part 1
 - 1.4 Programming Part 2
2. Perform Vehicle Wide Programming. Refer to: *24-NA-113* in SI. Please read the bulletin in its entirety prior to programming the vehicle.
3. Verify all applicable modules display “SUCCESS” or “SKIPPED”, excluding the A11 Radio which is NOT supported by Vehicle Wide Programming and was manually updated in the previous steps.
 - If any applicable module does NOT display “SUCCESS” or “SKIPPED”:
 - 3.1 Attempt Vehicle Wide Programming a second time.
 - 3.2 If any applicable module fails the second attempt, attempt to program the module individually through SPS. If the failure continues, contact Techline Customer Service Center.
 - 3.3 Perform Vehicle Wide Programming an additional time to receive a “Status Completed” or “Status Blocked” message, allowing the field action to be closed. Proceed to step 4.
 - If all modules have successfully updated, proceed to step 4.



6693875

Note: The screenshot above is an example of Vehicle Wide Programming and may not be indicative of the specific modules that are being programmed. VIN information has been blacked out.

Important: To avoid warranty transaction rejections, you MUST record the Total Time provided on the Warranty Claim Code (WCC) screen shown above on the job card.

Customer Satisfaction Program

N232428540 Multiple Module Reprogramming



4. Print a copy of the Warranty Claim Code screen and attach to the repair order. "Status Completed" or "Status Blocked" must be achieved to close out the field action. It is also critical to record the total time in order to close out the Field Action.

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 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 May 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 May 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="<Select One>"/>
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



May 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 **May 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