



# Service Bulletin

Bulletin No.: 24-NA-143

Date: July, 2024

## INFORMATION

**Subject:** Software Update on Ultium Vehicles

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Lyriq	2023*	2024**				
Chevrolet	Blazer EV	2024	2024				
	Silverado EV	2024	2024				
GMC	Hummer EV	2022	2023				
	Hummer EV Pickup Hummer EV SUV	2024	2024				
	Sierra EV	2024	2024				
*For 2023 LYRIQ's, please review <b>PIE0779</b> prior to performing any software updates. **For 2024 LYRIQ's, please review <b>PIE0768</b> prior to performing any software updates.							

Involved Region or Country	All Regions
Additional Options (RPOs)	
Condition	<b>Important: Review Global Warranty for Customer Satisfaction - Multiple Module Re-programming before performing this bulletin. If open, proceed with the Customer Satisfaction Field action to perform software update.</b>
Cause	Electric Vehicles (EV) contain significant number of electronic modules that may require software updates. These software updates are important to not only resolve issues, but also enhance the vehicle functionality.
Correction	For the effected vehicles above, GM is recommending that dealers utilize Vehicle Wide Programming to perform and confirm all modules are updated when customer vehicles are brought in for any service (warranty or maintenance). In addition, for the effected vehicles above in New Vehicle Inventory, one software update is allowed prior to sale and should be completed close to delivery to the customer. Technicians are to utilize Vehicle Wide Programming to update all modules. Please refer to <b>24-NA-113</b> : Vehicle Wide Programming Instructions for information on programming.

### 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.

**Important:** This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training. Refer to Service Bulletin **24-NA-113**: Vehicle Wide Programming Instructions for information on programming.

**Warranty Claim Code Information Retrieval**

For information on the Warranty Claim Code, refer to **24-NA-132**: Warranty Administration - Claim Submission.

**Warranty Information**

For information on the Warranty Claim Submission, refer to **24-NA-132**: Warranty Administration - Claim Submission.

Version	2
Modified	Released July 29, 2024 Revised July 31, 2024 - Revised two sentences in the Correction Section.

