GENERAL MOTORS DCS6992 URGENT - DISTRIBUTE IMMEDIATELY

Date: August 28, 2024

- Subject: N222389722 Service Update Transmission Control Body Screen Failure
- Models: 2021-2023 Cadillac Escalade/Escalade ESV 2021-2023 Chevrolet Silverado 1500 LTD 2021-2023 Chevrolet Suburban 2021-2023 Chevrolet Tahoe 2021-2023 GMC Sierra 1500 Limited 2021-2023 GMC Yukon/Yukon XL

General Motors is releasing Service Update N222389722 today.

What Should Dealers Do: Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin and it will also be displayed in Service Information tomorrow.

A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

Service Update N222389722 Transmission Control Body Screen Failure



Release Date: August 2024

Revision: 00

Attention: This service update will expire February 28, 2025.

	Model	Mode	l Year		
Make		From	То	RPO	Description
Cadillac	Escalade				
Cadillac	Escalade ESV				
Chevrolet	Silverado 1500 LTD				
Chevrolet	Suburban	0004	0000		
Chevrolet	Tahoe	2021	2023		
GMC	Sierra 1500 Limited				
GMC	Yukon				
GMC	Yukon XL				

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 2021-2023 model year Cadillac Escalade/Escalade ESV, Chevrolet Silverado 1500 LTD, Chevrolet Suburban, Chevrolet Tahoe, GMC Sierra 1500 Limited and GMC Yukon/Yukon XL vehicles, may have a condition in which a transmission control body screen detaches from the spacer plate when the vehicle is operated in extremely cold weather conditions.
 Correction
 Dealers are to reprogram the Transmission Control Module.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107401*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2		N/A
9107402*	Transmission Control Module Reprogramming with SPS (Includes Learn)	0.5	ZFAT	IN/A

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:

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• The Warranty Claim Code from the programming event 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.

Service Update N222389720 Transmission Control Body Screen Failure



Warranty Claim Code Information Retrieval

	VIN	Module	Function	Warranty Claim Code	Job Card	ect Tool
a Vers 100 0_92		K73 - Telematics Communication Interface Control Module	Programming & Service Activation	-	test	
- 92		K9 - Body Control Module	Programming		test	
-		K5 - Automatic Level Control Module Ignition	Off		test driver	
-		K56 - Serial Data Gateway Module	Programming	10.000 6 6 6 9 0 4 1 mm	test driver	
8						
12.5					Ok Cancel	
					UN Cancel	

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

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 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.

Service Update N222389720 Transmission Control Body Screen Failure



- 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.

Techline Connect				-	
Techline Connect Version: 1.8.0.2 Production	2021 · Ch	SKGKL MAD 400 473 levrolet • Suburban - 4WD	Connect Vehicle	≥ 1 ≈	
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SPS2					
WR: 10NSKCK	Welcome to Service P	rogramming System 2 Diagnostic Tool Ready! 12534 Selected Programming Process Rep	program 👻		
Java Version: 28.5 5060 Windows Version: Vindows 10	Auto Detect New Vehicle Mianually Enter Vehicle			Auto Detect Tool	
Print Settings					57436

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

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■ Techine Connect				Yes	Cancel	58770		×
	-							
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Version: 1.6.1		SI SPS2			Click to disconnect		Service Manuals	a .
Version: 1.6.1	Validation	SI SPS2			Click to disconnect		Service Manuals	Q
Version: 1.6.1	Validation		MS21: You are attempting to		Click to disconnect		Service Manuals	
Version: 1.6.1	Validation	Programming	calibration.	o reprogram with the same	Click to disconnect		Service Manuals	
Version: 1.6.1 DASHBOARD SPS2 Controller	GDS2	Programming	M4521: You are attempting to calibration. Select OK to continue, Cancel	o reprogram with the same	Click to disconnect	RPO - Search 1	Service Manuals	
Version: 1.6.1 DASHBOARD SPS2 Controller K17	GDS2	Programming D Current # 5482071 54820790	calibration. Select OK to continue, Cancel	o reprogram with the same	Click to disconnect	RPO - Search 1	Service Manuals	
Versor: 161 DASHBOARD SP52 Controller K17 K17	GDS2 1 1 2 3	Programming D Current # 54820771 54820790 54820790 54820797	calibration. Select OK to continue, Cancel 84820797	o reprogram with the same	Click to disconnect	RPO - Search 1	Service Manuals	
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Version: 1.6.1 DASHBOARD SP52 Controller K17 K17 K17 K17 K17 K17	GDS2 GDS2 1 2 3 4 5	Programming D Current # 84620730 84620790 84620500 84620801 84620801	calibration. Select OK to continue, Cancel 84820797 84820801 84820808	o reprogram with the same	Click to disconnect	RPO - Search 1	Service Manuals	
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Version: 1.6.1 DASHBOARD SP52 Controller K17 K17 K17 K17 K17 K17	CDS2 CDS2 1 2 3 4 5 6	Programming D Current # 84207790 84420797 84420197 84420197 84420198 8442008 8442008	calibration. Select OK to continue, Cencel 84820797 84820809 84820809 84820808 84820808	o reprogram with the same	Click to disconnect	RPO - Search 1	Service Manuals	×

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.

1. Reprogram the transmission control module. Refer to K71 Transmission Control Module: Programming and Setup in SI.

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DASHBOARD GDS2	SI SPS2	Support 👻	RPO 🔻 Se	earch Service Manuals	Q
SPS2				_ 0	×
		Warranty Claim Code			
Programming Complete. VIN	is confirm programming has been com is serviced may be retrieved through "Se	pleted. Incorrect or missing Warranty Claim Code titings ¹⁴ at SPS start page.	es may result in reject	tion of warranty claim.	
Post Programming Instructions:					
Follow the Controller Specific Instruction	ons below.				
If there are no Controller Specific Instru	actions, turn ignition off for 30 seconds to r	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 SPS Warranty Claim Code on job card for warranty transaction submission.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service through February 28, 2025, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

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/repaired 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.

Dealer Reports - For USA & Export

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin 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 not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

GM bulletins are intended for use by professional technicians, NOT a "<u>do-it-yourselfer</u>". 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, <u>DO NOT</u> 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