GENERAL MOTORS
DCS7014
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 18, 2024

Subject: REVISION: N242435630-04 – Customer Satisfaction Program
            Serial Data Gateway Module
            Final Phase of VINs

Models: 2022 – 2023 Buick Envision
            2021 – 2024 Cadillac CT4
            2021 – 2024 Cadillac CT5
            2021 – 2024 Cadillac Escalade / Escalade ESV
            2023 Chevrolet Corvette
            2023 – 2024 Chevrolet Silverado 1500
            2024 Chevrolet Silverado 2500HD/3500HD
            2023 – 2024 Chevrolet Suburban
            2023 – 2024 Chevrolet Tahoe
            2023 – 2024 GMC Sierra 1500
            2024 GMC Sierra 2500HD/3500HD
            2024 GMC Yukon

This bulletin is being updated to add the final phase of models. Please discard
all previous copies of N242435630.

The Stock VIN list of added vehicles in dealer inventory is attached to this
message. Note: this list is only accurate at the time of report creation and all
VINs should be validated in IVH prior to repair.

END OF MESSAGE

Customer Satisfaction Program
N242435630 Serial Data Gateway Module

gm

Release Date:	September 2024			**Revision:**	04

Revision Description: This bulletin is being revised to add the final phase of models. Please discard all previous copies of N242435630.

Attention:	**This program is in effect until October 31, 2026**.

		Model Year			
Make	**Model**	**From**	**To**	**RPO**	**Description**
Buick	Envision	2022	2023		
Cadillac	CT4	2021	2024		
Cadillac	CT5	2021	2024		
Cadillac	Escalade / Escalade ESV	2021	2024		
Chevrolet	Corvette	2023	2023		
Chevrolet	Silverado 1500	2023	2024		
Chevrolet	Silverado 2500HD/3500HD	2024	2024		
Chevrolet	Suburban	2023	2024		
Chevrolet	Tahoe	2023	2024		
GMC	Sierra 1500	2023	2024		
GMC	Sierra 2500HD/3500HD	2024	2024		
GMC	Yukon	2024	2024		

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 model years and vehicle makes noted in the table above may have a condition where the battery is at risk for a drain following an over-the-air update.
Correction	Dealers are to reprogram the serial data gateway module.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	**Description**	**Labor Time**	**Trans. Type**	**Net Item**
9107383*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9107384*	Serial Data Gateway Module Reprogramming with SPS	0.4	ZFAT	N/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:
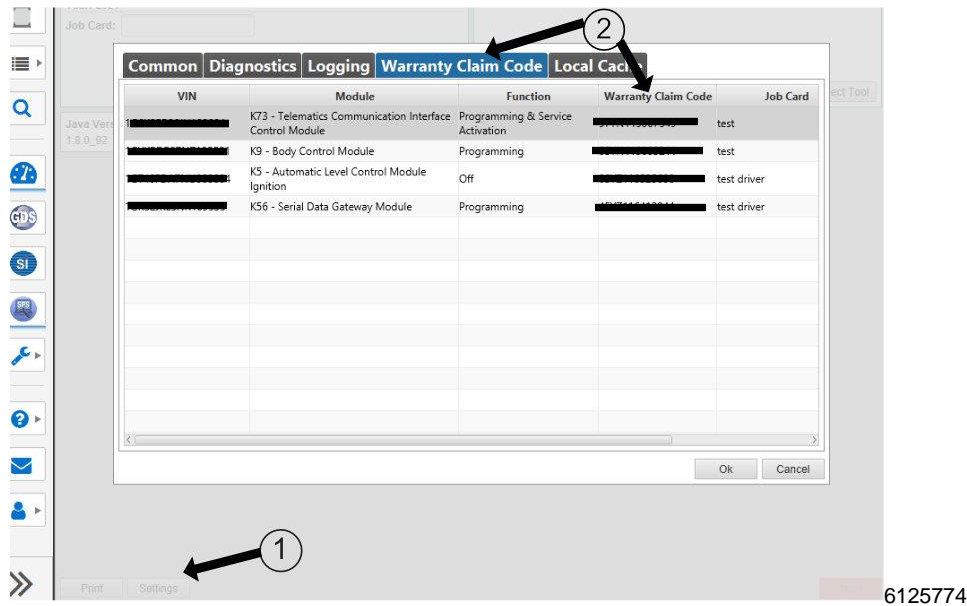
SPS Warranty Claim Code:

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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.

Warranty Claim Code Information Retrieval

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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.

- 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.
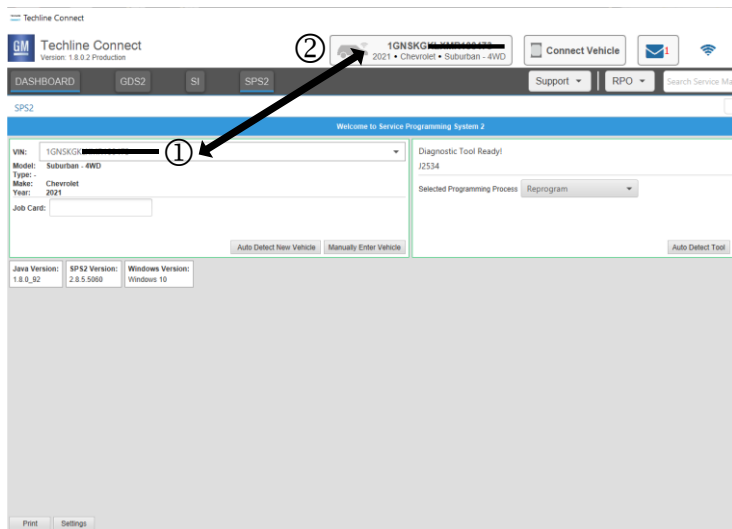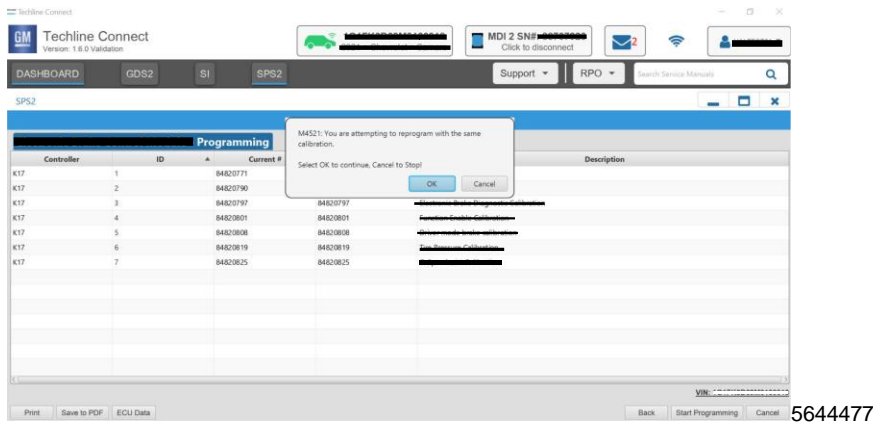

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Important: If the vehicle VIN DOES NOT match, the message below will be shown.
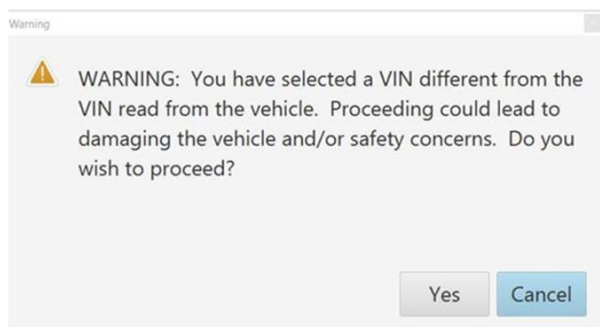

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Important: Techline Connect screens shown above.

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.

Important: Vehicles with VIP/Global B architecture must be programmed in the OFF power mode.

1. Reprogram the K56 Serial Data Gateway Module. Refer to *K56 Serial Data Gateway Module: Programming and Setup* in SI.
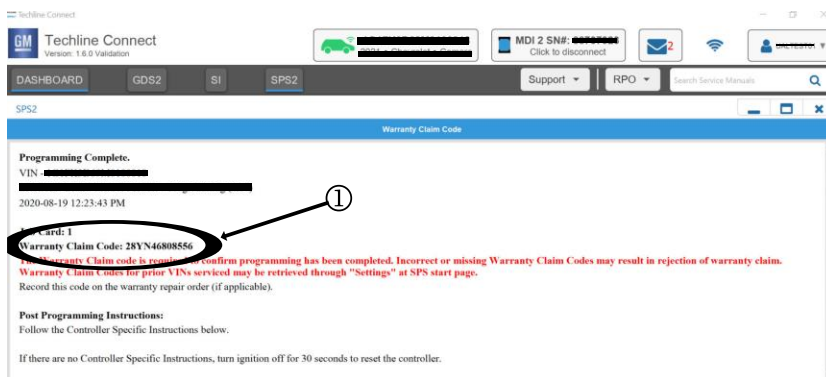
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Note: The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

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

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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through October 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 October 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.

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.

**We Support
Voluntary Technician
Certification**

Customer Satisfaction Program
N242435630 Serial Data Gateway Module

September 2024

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

Your vehicle 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 this updated at **no charge until October 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 repair.

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
Cadillac	1-800-333-4223
Chevrolet	1-800-222-1020
GMC	1-800-462-8782
Puerto Rico – English	1-866-467-9700
Puerto Rico – Español	1-866-467-9700
Virgin Islands	1-866-467-9700

Our highest priority is ensuring that you get the best driving experience possible.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N242435630