



# Service Bulletin

Bulletin No.: 24-NA-143

Date: December, 2024

## INFORMATION

### Subject: Software Update on Ultium Vehicles

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:				
		from	to	from	to						
Cadillac	Escalade IQ	2025	2025	—	—	—	—				
	LYRIQ	2023*	2025								
	Optiq	2025	2025								
Chevrolet	Blazer EV	2024	2025	—	—	—	—				
	Equinox EV	2024	2025								
	Silverado EV	2024	2025								
GMC	HUMMER EV	2022	2023	—	—	—	—				
	HUMMER EV Pickup	2024	2025								
	HUMMER EV SUV										
	Sierra EV	2024	2025								

\*For 2023 LYRIQ's, please review **PIE0779** prior to performing any software updates.

Involved Region or Country	North America and Middle East
Condition	Important: Review Global Warranty/Investigate Vehicle History (IVH) for any Customer Satisfaction Field Action - for Vehicle Wide Programming (VWP) Software Update before performing this bulletin. If the VIN is OPEN in IVH, perform the Customer Satisfaction Field Action. If the VIN is NOT OPEN, proceed with this bulletin.
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 or at the customer request (Bumper-to-Bumper 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: Vehicle Wide Programming Instructions</b> 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	7
Modified	<p>Released July 29, 2024</p> <p>Revised July 31, 2024 - Revised two sentences in the Correction Section.</p> <p>Revised August 14, 2024 – Removed second PI reference under Vehicles List and revised Important Statement under Condition Section.</p> <p>Revised October 02, 2024 – Revised the Correction section.</p> <p>Revised October 18, 2024 – Added the 2024 Chevrolet Equinox EV, and the 2025 Cadillac LYRIQ, Chevrolet Silverado EV, and GMC Sierra EV.</p> <p>Revised November 15, 2024 – Updated Involved Regions and Models.</p> <p>Revised December 06, 2024 – Added 2025 Cadillac Optiq and Chevrolet Blazer EV.</p>