

GENERAL MOTORS
DCS7120
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 23, 2025

Subject: REVISION: N242490440-01 – Service Update
Multiple Module Reprogramming
Revised Service Procedure and Warranty sections

Models: 2025 Cadillac Escalade IQ

This bulletin has been revised to add radio programming to the service procedure and warranty section. Please discard all previous copies of bulletin N242490440.

END OF MESSAGE

Service Update

N242490440 Multiple Module Reprogramming



Release Date: January 2025

Revision: 01

Revision Description: This bulletin has been revised to add radio programming to the service procedure and warranty section. Please discard all previous copies of bulletin N242490440.

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

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.

Make	Model	Model Year	
		From	To
Cadillac	Escalade IQ	2025	2025

Investigate Vehicle History (IVH) in the GM Global Warranty Management system should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain vehicles listed above 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
9500011*	Vehicle Wide Programming	Use Vehicle Wide Programming receipt time**	ZFAT	N/A
	ADD: To Program Radio (Includes USB File Transfer)	1.3		
	ADD: Set up	0.2		

**In base time field, enter time shown on Vehicle Wide Programming receipt. Round up to nearest .10.

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:

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

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- 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		05YY224126144
	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			

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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:

- 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

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.

- 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.

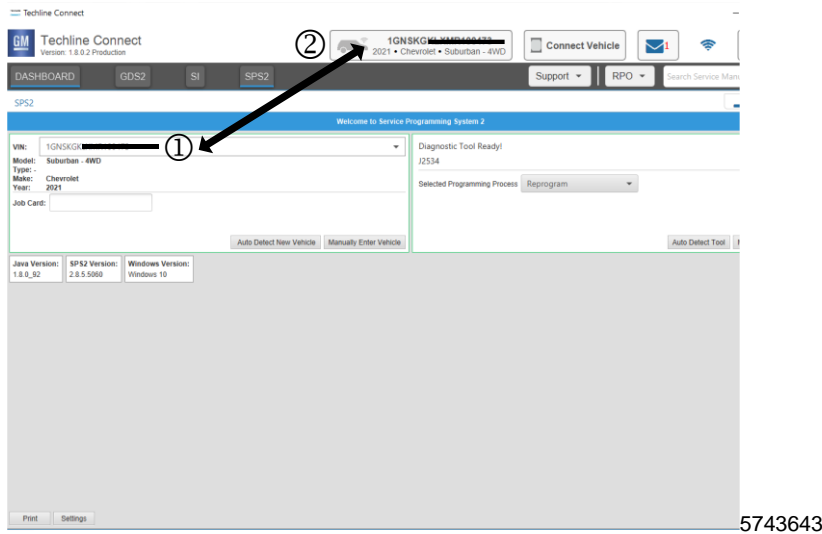
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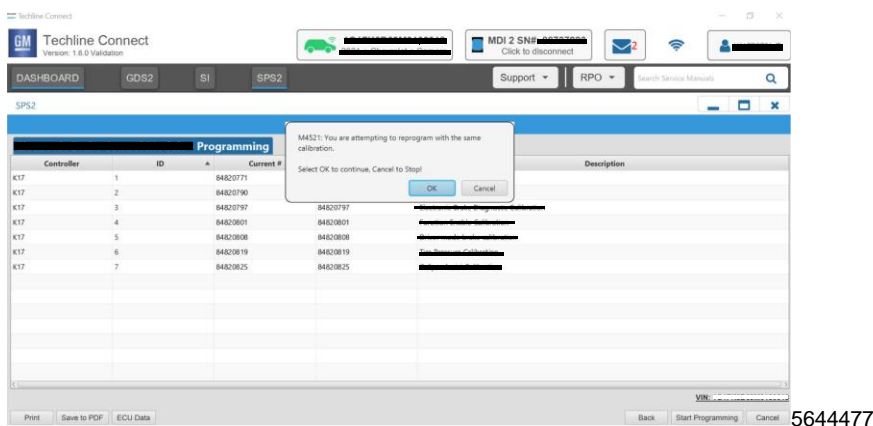
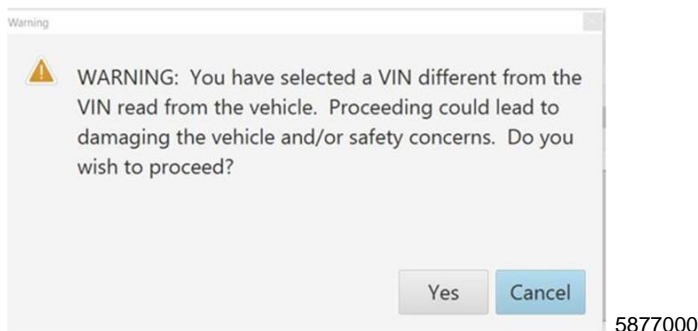


- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject 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.



Important: Techline Connect screens shown above.

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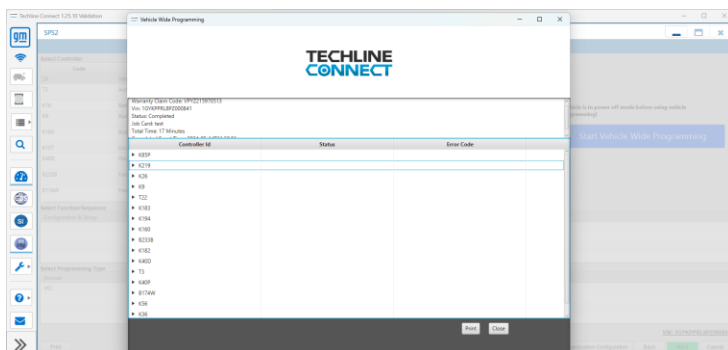
Important: Vehicle Wide Programming will only work with a wired MDI2 connection. It is also necessary to remove any wireless dongles from the computer being used as these will not allow the Vehicle Wide Programming to be selectable. If the Vehicle Wide Programming is not selectable with a wired MDI2, 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.

Important: Radio programming and USB File Transfer MUST be performed prior to initiating Vehicle Wide Programming.

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.



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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.

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.

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Unsuccessful Programming

For Techline Connect Support Center help in the US, please open a TCSC support case in the Dealer Case Management tool, located within Global Connect. Go to the app center and type in "Dealer Case Management System and Resources", and then select "New Techline Case".

For all other regions use:

Canada: 1-800-828-6860 (English) / 1-800-503-3222 (French) 8-8 EST Monday-Saturday

Mexico: 800-522-9984

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, 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/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.

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 "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.



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Voluntary Technician
Certification**