



# Service Bulletin

Bulletin No.: 24-NA-113

Date: January, 2025

## INFORMATION

**Subject: Vehicle Wide Programming Instructions**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade IQ	2025	2025	—	—	—	—
	Escalade	2025	2025				
	LYRIQ	2023	2025				
	OPTIQ	2025	2025				
	XT4	2024	2024				
Chevrolet	Blazer EV	2024	2025				
	Colorado	2023	2023				
	Equinox EV	2024	2025				
	Silverado EV	2024	2025				
	Suburban	2025	2025				
	Tahoe	2025	2025				
GMC	Canyon	2023	2023				
	Hummer EV SUV	2022	2025				
	Hummer EV Pickup						
	Sierra EV	2024	2025				
	Yukon	2025	2025				
	Yukon XL	2025	2025				

<b>Involved Region or Country</b>	North America, Middle East, Europe
<b>Condition</b>	<p>Some customers may receive a field action indicating the use or programming. GM's latest electrical architecture design contains a significant number of Electronic Modules that may require software updates.</p> <p>These software updates are important to not only fix issues, but also enhance the vehicle functions.</p> <p>As opposed to programming modules individually, Vehicle Wide Programming (VWP) allows technicians to select a single button to program all modules to their latest version in parallel reducing overall programming time.</p>
<b>Cause</b>	The cause of the condition may be software anomalies.
<b>Correction</b>	Technicians are to utilize SPS2/SPS3 (VWP) on Techline Connect to check for updates.

### Service Procedure

**Note:** The use of Vehicle Wide Programming (VWP) should only be attempted at the direction of Field Action unless the vehicle is specifically covered by the latest version of **24-NA-143** (Software Update on Ultium Vehicles).

**Important:** If ANY module is replaced, program and setup the single module first in SPS2 prior to Vehicle Wide Programming.

**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.

**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

#### **Description:**

Vehicle Wide Programming (VWP) is a new process to update software on GM Vehicles. It provides the ability via a single selection within Techline Connect to first identify which modules need updating and then proceed to updating affected modules (with some exceptions). The updating of modules is completed in parallel instead of forcing the technician to update one module at a time. This allows a more streamlined approach reducing technician time and number of required steps.

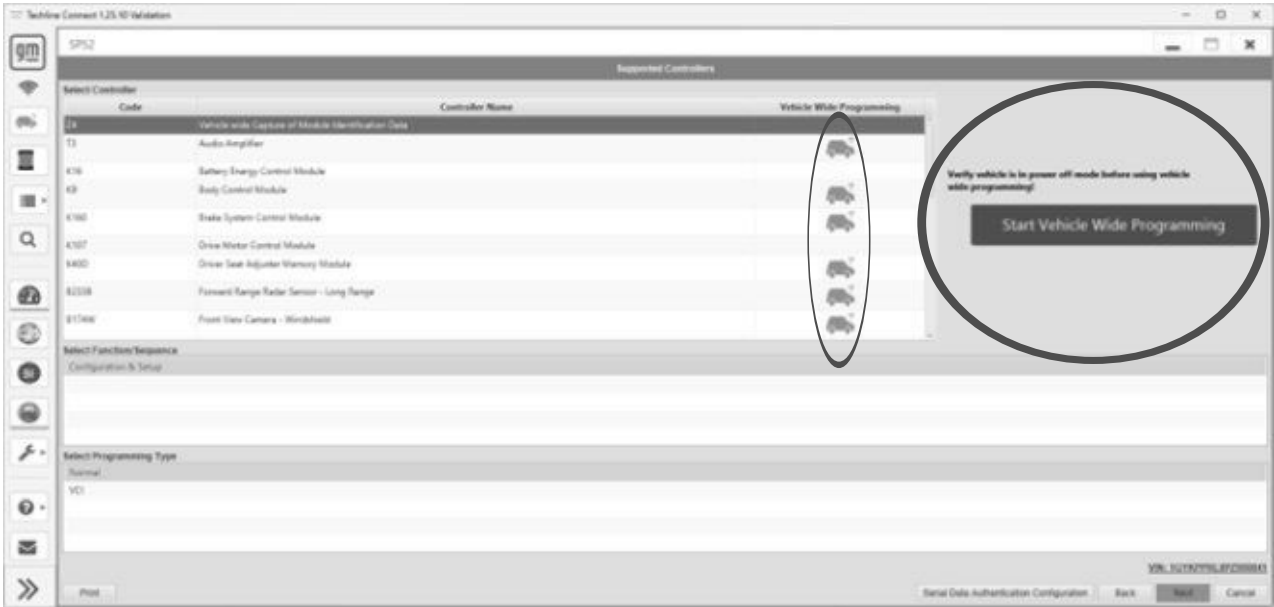
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, **programming failure or control module damage may occur.**

**Note:** 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 SPS2 and log-in again.

- 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](http://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 programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
- 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.

**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.

1. Prior to starting any programming, all aftermarket devices should be removed from the DLC and USB devices disconnected from the USB ports. Open SPS2 and enter job card number, then click next.
2. To complete a VWP event, click on the blue button on the right side. If unable to select, verify wired MDI2 connection and that there are no wireless dongles in the computer as stated above.



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3. A SPS3 page will open and VWP will begin.



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Below is a description of each Techline Connect bar.

- **Retrieving Data from Vehicle:** During this step, Techline Connect is retrieving current software information from the vehicle.
- **Retrieving Data from Server:** Utilizing the VIN information, Techline Connect is retrieving the latest software information from General Motors.
- **Downloading:** Performs comparison and downloads required files for installation.
- **Programming:** Installing updated software into the modules.



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- Once complete, a Vehicle-Wide Programming Summary screen will appear. This will list all modules that are up to date or may require to be updated still. It will also advise of any failures. While it is saved automatically, it is recommended for the tech to print/capture anything noted as failed or out of date before exiting the screen. It will also advise to check the VCU separately as it is not included in VWP today.

### Vehicle-Wide Programming Summary

Unless not supported (i.e., Radio), please execute 'Vehicle-Wide Programming' twice before using SPS2 to update a failed ECU.

#### Controller Status

Component Code	Controller (ECU) Name	VWP Result	Status
A11	Radio	Not Supported	Up-to-date
B233	Short Range Radar Sensor	Success	Up-to-date
B233B	Forward Range Radar Sensor - Long Range	Success	Up-to-date
K124	Image Processing Module	Success	Up-to-date
K16	Battery Energy Control Module	Success	Up-to-date
K182	Parking Assist Control Module	Success	Up-to-date
K219	Lighting Control Module	Success	Up-to-date
K26	Headlamp Control Module	Success	Up-to-date
K43	Power Steering Control Module	Success	Up-to-date
K73	Telematic Control Module	Success	Up-to-date
K9	Body Control Module	Success	Up-to-date

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B174W	Front View Camera - Windshield	Not Required	Up-to-date
K107	Drive Motor Control Module	Not Required	Up-to-date
K160	Brake System Control Module	Not Required	Up-to-date
K194	Rear Gate Module	Not Required	Up-to-date
K36	Restraints Control Module	Not Required	Up-to-date
K400	Driver Seat Adjuster Memory Module	Not Required	Up-to-date
K40P	Passenger Seat Adjuster Memory Module	Not Required	Up-to-date
K96	Serial Data Gateway Module	Not Required	Up-to-date
K85P	Restraints Occupant Classification System Module - Passenger	Not Required	Up-to-date
T3	Audio Amplifier	Not Required	Up-to-date

PLEASE NOTE: This summary page is not a warranty claim code or a replacement for a warranty claim code!



general motors

July 11, 2024 at 7:44:44 AM

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- Once complete, the warranty claim code page will populate with details of a completed, partial, or failed programming event. Any failures will be shown at the top highlighted in red. Any successful or skipped modules will be collapsed but are viewable in a printout or clicking on an individual carrot.



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**Programming Status:**

- Completed:** Event indicates that all control modules were successfully programmed (Some of the modules could show skipped if the module already had the latest software).

- **Blocked:** An overall status of blocked will appear if all modules were already up to date and no actual programming was attempted.
- **Partial:** Status indicates that at least one control module failed to program. Failed control modules will be highlighted in red.
- **Failed:** Indicates that all control modules failed to program.
- **Skipped:** Individual control modules indicate that the module is up to date and no further programming needed.

**Important:** If a failed programming event happens, VWP should be repeated one time prior to utilizing SPS 2 to program the affected Module(s). A separate warranty code will be displayed.

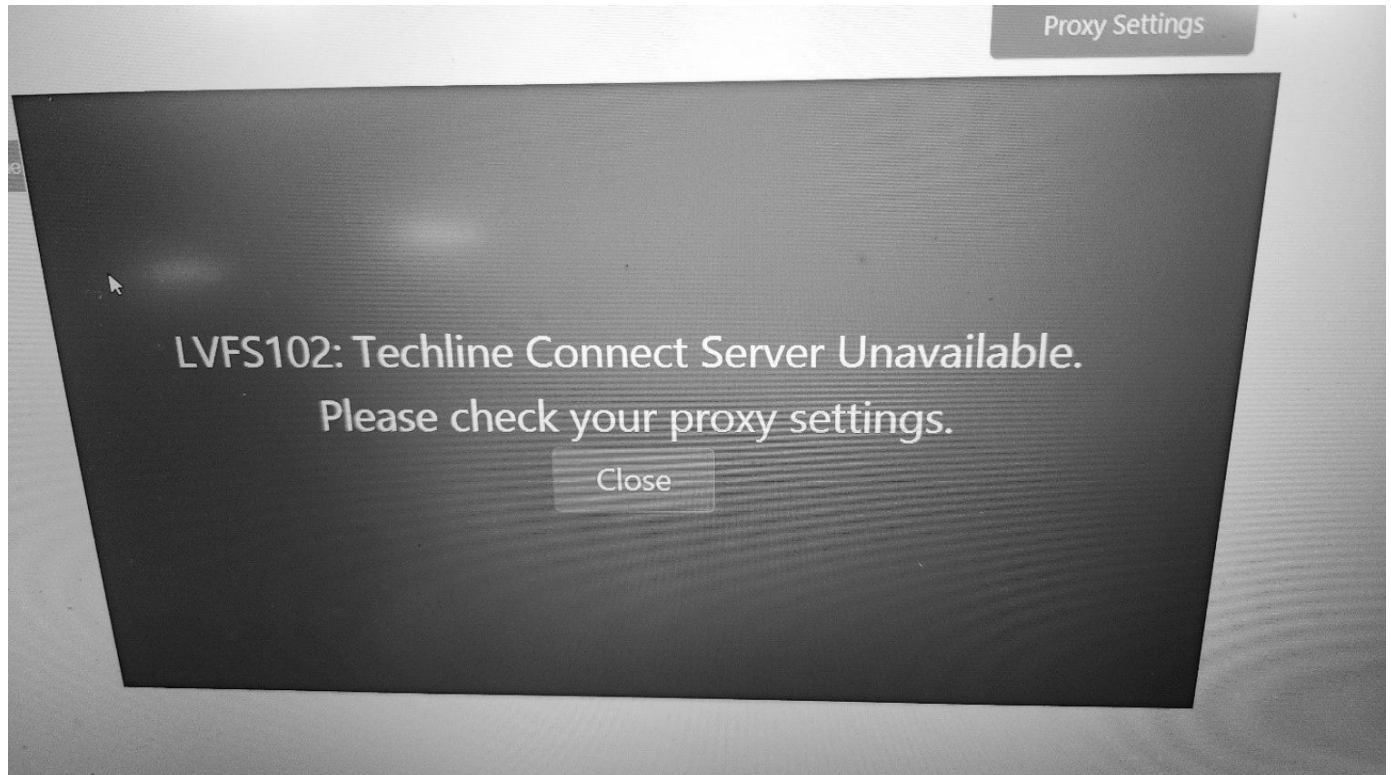
6. For all Modules that are not supported by VWP (see step #4), complete their programming utilizing SPS2 application.
7. Use GDS2 to clear any DTCs after successfully programming.

**Note:** The screenshots above are 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.

**Note:** If either of the following errors are received, this indicates a Techline connection concern. The recommended course of action is to exit from TLC completely and try again. If either failure persists, reboot the machine.





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## Performing a Field Action

**Important:** A "Status Completed" or "Status Blocked" message must be displayed in order to close out the Field Action. Any other status will **NOT** satisfy the Field Action and the Field Action will **NOT** close out.

When performing a field action, the following steps should be performed.

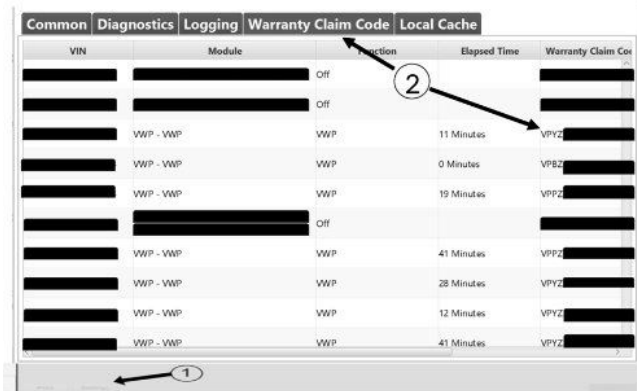
1. Update the radio through standalone update through SPS2 **ONLY** if instructed by the Field Action bulletin. **NOT all Vehicle-Wide Programming (VWP) Field Action bulletins require radio programming.**
2. Perform Vehicle-Wide Programming (VWP) process as outlined.
  - If all modules are up to date, please follow the warranty claim code retrieval process as outlined in the Warranty Information section.
  - If any module (outside of radio) did not program or is not up to date, attempt Vehicle-Wide Programming a second time.
    - If all modules are up to date, please follow the warranty claim code retrieval process as outlined in the Warranty Information section.
    - If a module still has a failure or is not up to date after this second try, use SPS2 to attempt to program and diagnose as needed. Once completed, please follow the warranty claim code retrieval process as outlined in the Warranty Information section.

**Important:** A field action will only close if all modules are shown as up to date through a programming attempt.

## Warranty Information

Labor Operation
For information on submitting Vehicle Wide Programming field action claims, please refer to Warranty Administration Bulletin (24-NA-132).

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.

<b>Version</b>	8
<b>Modified</b>	<p>Released July 12, 2024</p> <p>Revised July 19, 2024 – Updated Warranty Information.</p> <p>Revised July 29, 2024 - Revised to add the Cadillac XT4 and GMC Sierra EV, the first note under Service Procedure, and revised the Warranty Information Section.</p> <p>Revised October 18, 2024 – Added 2025 Model Year and Models.</p> <p>Revised November 15, 2024 – Under Performing a Field Action Step 1 and adjusted Models and Involved Regions.</p> <p>Revised December 06, 2024 – Added 2025 Chevrolet Blazer EV and Cadillac OPTIQ.</p> <p>Revised January 02, 2025 – Updated information under Service Procedure.</p> <p>Revised January 10, 2025 – Added Europe to Involved Region and Country section and revised Step 1 under the Service Procedure.</p>

