



Service Bulletin

Bulletin No.: 25-NA-046

Date: March, 2025

TECHNICAL

Subject: Unwanted Theft Alarm Due to Glass Breakage Sensor and/or DTC B192A SYM13

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade IQ	2025	2025	-	-	All	All

Involved Region or Country	North America
Condition	The customer may complain of a random and unwanted theft alarm going off. The customer will also get a message from the MyCadillac mobile app that says the alarm triggered due to glass breakage. When inspecting the vehicle, there is no glass breakage, and the vehicle was not tampered with.
Cause	During diagnosis, if DTC B192A-13 is found, follow SI DOC ID 6760178 for proper diagnosis. Check to ensure quarter glass connections are fully secured and all other connections are fully seated/no bent pins. If there are no glass breakage theft alarm DTC's present, the issue is due to a calibration anomaly that can cause a false trigger of the glass breakage sensor system.
Correction	Complete the procedure outlined below.

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.

Service Procedure

Follow SI DOC ID 6760178 when DTC is present and re-program the K9 Body Control Module.

If no DTC, perform a K9 Body Control Module reflash using SPS.

Refer to *K9 Body Control Module: Programming and Setup* in SI.

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810215	Body Control Module Reprogramming with SPS	Use Published Labor Operation Time

Version	1
Modified	Released March 04, 2025

