

GENERAL MOTORS  
DCS7203  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 29, 2025

Subject: N232427510 - Service Update  
Software Enhancements for SuperCruise

Models: 2024 Buick Envision  
2021 – 2024 Cadillac CT4  
2021 – 2024 Cadillac CT5  
2018 – 2020 Cadillac CT6  
2021 – 2024 Cadillac Escalade  
2021 – 2024 Cadillac Escalade ESV  
2023 – 2024 Cadillac LYRIQ  
2022 – 2024 Cadillac XT6  
2024 Chevrolet Blazer EV  
2022 – 2023 Chevrolet Bolt EUV  
2024 Chevrolet Equinox EV  
2024 Chevrolet Silverado EV  
2022 – 2024 Chevrolet Silverado 1500  
2023 – 2024 Chevrolet Suburban  
2023 – 2024 Chevrolet Tahoe  
2024 Chevrolet Traverse  
2024 GMC Acadia  
2022 – 2024 GMC HUMMER EV Pickup  
2024 GMC HUMMER EV SUV  
2022 – 2024 GMC Sierra 1500  
2023 – 2024 GMC Yukon  
2023 – 2024 GMC Yukon XL

General Motors is releasing Service Update N232427510 today.

What Should Dealers Do: Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin and it will also be displayed in Service Information tomorrow.

The Stock VIN list of 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

# Service Update

## N232427510 Software Enhancements for SuperCruise



**Release Date:** April 2025

**Revision:** 00

**Attention:** This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. **This service update is in effect until May 31, 2027.**

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.

Involved vehicles will be repaired either through dealer repairs as described in this bulletin or through over the air (OTA) programming. Dealers can and should perform the procedure in this bulletin on any vehicle with an "open" status on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management system. Due to the fact that vehicles will be closed in IVH through successful OTA programming, dealers should always check the status in IVH before performing any vehicle repairs.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Envision	2024	2024		
Cadillac	CT4	2021	2024		
Cadillac	CT5	2021	2024		
Cadillac	CT6	2018	2020		
Cadillac	Escalade	2021	2024		
Cadillac	Escalade ESV	2021	2024		
Cadillac	LYRIQ	2023	2024		
Cadillac	XT6	2022	2024		
Chevrolet	Blazer EV	2024	2024		
Chevrolet	Bolt EUV	2022	2023		
Chevrolet	Equinox EV	2024	2024		
Chevrolet	Silverado EV	2024	2024		
Chevrolet	Silverado 1500	2022	2024		
Chevrolet	Suburban	2023	2024		
Chevrolet	Tahoe	2023	2024		
Chevrolet	Traverse	2024	2024		
GMC	Acadia	2024	2024		
GMC	HUMMER EV Pickup	2022	2024		
GMC	HUMMER EV SUV	2024	2024		
GMC	Sierra 1500	2022	2024		
GMC	Yukon	2023	2024		
GMC	Yukon XL	2023	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.

<b>Condition</b>	Certain 2018-2024 model year vehicles listed above are receiving a software enhancement for SuperCruise.
<b>Correction</b>	Dealers will update the Engine Control Module, Hybrid Powertrain Control Module 2 (HPCM2) or Drive Motor Control Module.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107408*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9107409*	Engine Control Module OR Hybrid Powertrain Control Module 2 Reprogramming with SPS ( <b>BOLT EUV only</b> )	0.3		
	or Drive Motor Control Module Reprogramming with SPS	0.4		

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**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

VIN	Module	Function	Warranty Claim Code	Job Card
[REDACTED]	K73 - Telematics Communication Interface Control Module	Programming & Service Activation	[REDACTED]	test
[REDACTED]	K9 - Body Control Module	Programming	[REDACTED]	test
[REDACTED]	K5 - Automatic Level Control Module Ignition	Off	[REDACTED]	test driver
[REDACTED]	K56 - Serial Data Gateway Module	Programming	[REDACTED]	test driver

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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.

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### Service Procedure

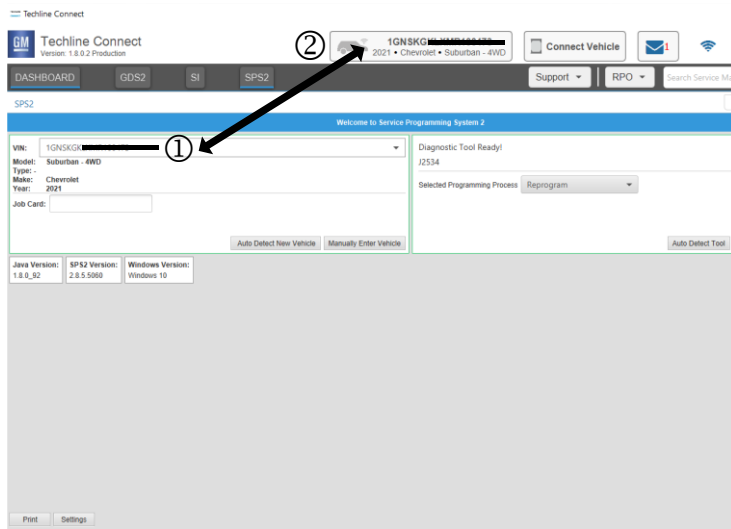
**Note:** Carefully read and follow the instructions below.

- 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](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.

**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.

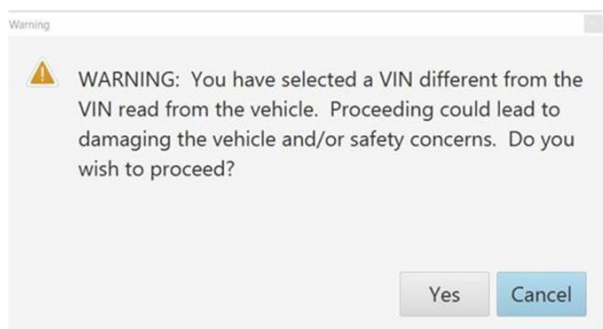


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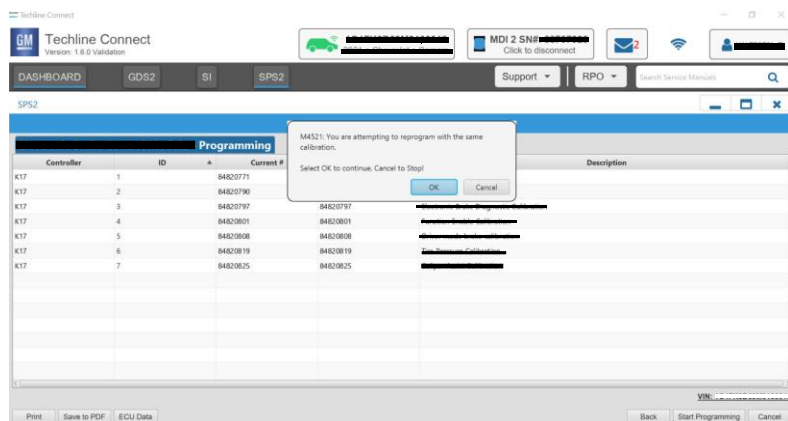
**Important:** If the vehicle VIN DOES NOT match, the message below will be shown.

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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.

### EV Only

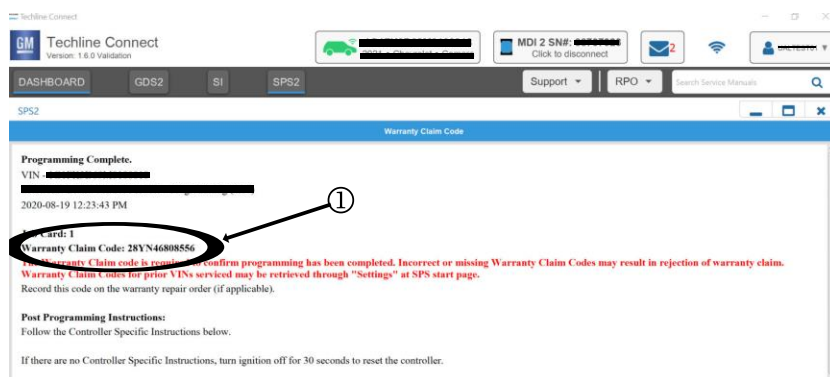
1. **BOLT EUV Only:** Reprogram the Hybrid Powertrain Control Module 2. Refer to *K114B Hybrid/EV Powertrain Control Module 2: Programming and Setup* in SI.

OR

2. **All other EV Programs:** Reprogram the Drive Motor Control Module. Refer to *K107 Drive Motor Control Module: Programming and Setup* in SI.

### Internal Combustion Engines Only

1. Reprogram the Engine Control Module. Refer to *K20 Engine Control 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

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service through May 31, 2027, 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/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.

#### 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.

