

GENERAL MOTORS
DCS 7225
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 22, 2025

Subject: N252503350 - Customer Satisfaction Program
Unresponsive Virtual Key Modules

Models: 2025 Cadillac LYRIQ

General Motors is releasing Customer Satisfaction Program N252503350 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

Customer Satisfaction Program

N252503350 Unresponsive Virtual Key Module



Release Date: May 2025

Revision: 00

Attention:	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 <u>applicable</u> 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, <u>dealers should always check the status in IVH before performing any vehicle repairs.</u> Refer to Technical Service Bulletin 21-NA-043 for properly maintaining vehicles in dealer inventory. This program is in effect until June 30, 2027.
-------------------	--

Make	Model	Model Year	
		From	To
Cadillac	LYRIQ	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 have a condition in which the Virtual Key Module (VKM) could malfunction and leave the wireless door lock key card inoperable.
Correction	Dealers will reprogram the VKM. Owners who have accepted applicable terms and conditions will have the opportunity to accept these software changes using wireless over-the-air (OTA) technology without having to bring their vehicle to a dealership. Alternatively, owners may have their vehicle serviced at a GM dealer to receive these software updates.

Parts

No parts are required for this repair

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107795*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration (Includes Scanning for U018B)	0.3	ZFAT	N/A
9107796*	K183 UHF Short Range Low Energy Remote Control Access Transceiver Reprogramming with SPS (Includes Scan for U018B)	0.4		
9107797*	K183 UHF Short Range Low Energy Remote Control Access Transceiver Reprogramming with SPS (Includes Scan and Reset)	0.7		

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:

6125814

- The Warranty Claim Code from the programming event must be accurately entered in the “Warranty Claim Code” field of the transaction.

Customer Satisfaction Program

N252503350 Unresponsive Virtual Key Module

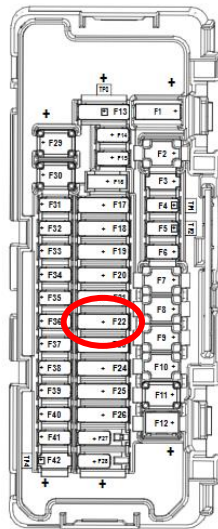


- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

Service Procedure

IMPORTANT: The following diagnostic verification **MUST** be performed before proceeding to programming.

- Using GDS2, verify U018B is NOT set current in any module.
 - If U018B is NOT set current, proceed immediately to the Programming section of this field action bulletin. After programming, no further action is required.
 - If U018B IS set current, proceed to step 2.



6936331

- Perform a K183 UHF reset by removing Fuse 22DA in the X51 Instrument Panel Harness Junction Block. Refer to *Master Electrical Component List* for fuse block location and information. While the fuse is removed, allow **30 minutes** for the K183 UHF to fully reset.
- Reinstall Fuse 22DA into the X51 Instrument Panel Harness Junction Block.
- Proceed to the Programming section of this bulletin.

Programming

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 12 V 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.

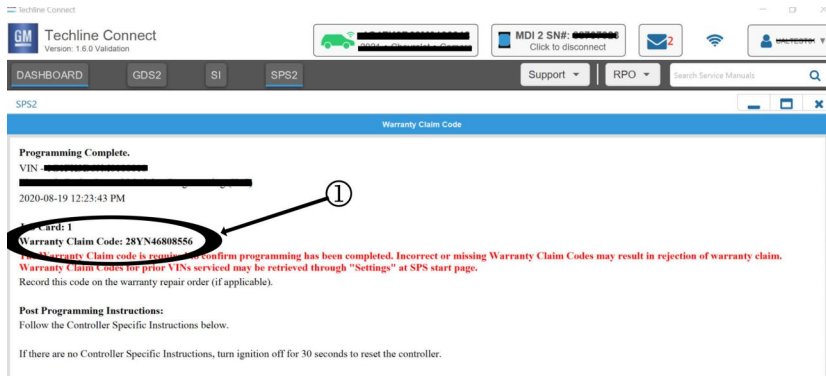
Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

Customer Satisfaction Program

N252503350 Unresponsive Virtual Key Module



1. Reprogram the K183 UHF Short Range Low Energy Remote Control Access Transceiver. Refer to *K183 UHF Short Range Low Energy Remote Control Access Transceiver: Programming and Setup* in SI.



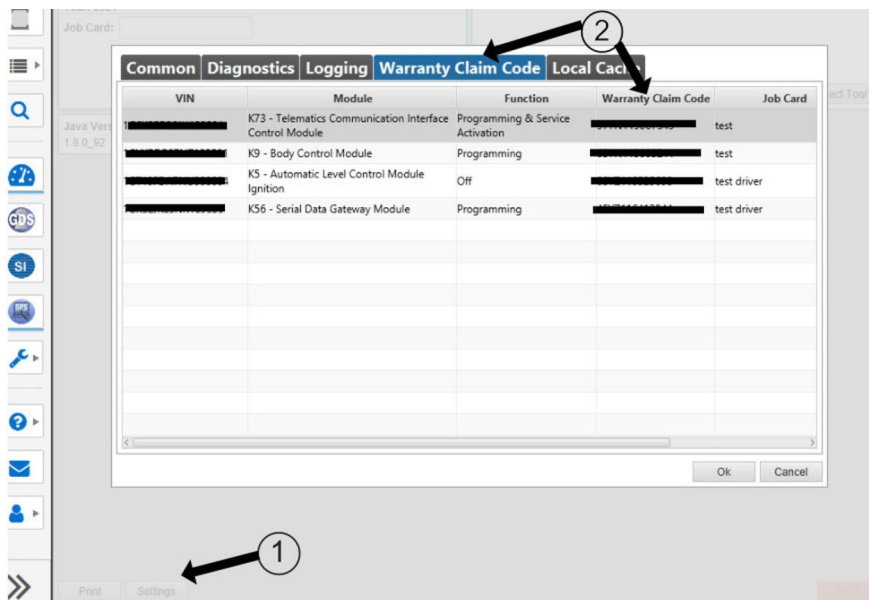
5644478

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.

Warranty Claim Code Information Retrieval



6125774

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).

Customer Satisfaction Program

N252503350 Unresponsive Virtual Key Module



Dealer Responsibility

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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through the end date as noted in the Attention box. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through the end date as noted in the Attention box, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM Global Connect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain 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 contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of sample customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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.



**We Support
Voluntary Technician
Certification**

Customer Satisfaction Program

N252503350 Unresponsive Virtual Key Module



This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your GM vehicle may have a condition in which the Virtual Key Module (VKM) could malfunction and leave the wireless door lock key card inoperable.

Your satisfaction with your vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will reprogram the VKM with updated software to correct the condition. Owners who have accepted the applicable terms and conditions may have already received the update with wireless over-the-air OTA technology and will not have to bring their vehicle to a dealership. If you have not completed the update, follow the in-vehicle radio prompts. Any owner having received this update through OTA technology will not have to bring their vehicle to a dealership. Alternatively, owners may schedule to have the updates performed at a GM dealer. This service will be performed for you at **no charge until June 30, 2027**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

You may schedule your vehicle for repair using the QR code below. For more information about your vehicle, or if you have questions or concerns that your dealer is unable to resolve, please visit gm.com/service, or call the Buick, Chevrolet or GMC Customer Assistance Center at 1-866-467-9700. For Cadillac, please call 1-800-333-4223.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

We truly appreciate you taking the time to update your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Scan here to
locate a dealer.



N252503350