

Service Update

N212353390 Serial Data Gateway Module Replaced in Service Not Capable of OTA Updates



Release Date: May 2022

Revision: 00

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.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Envision	2021	2022		
Cadillac	CT4	2020	2021		
	CT5				
	Escalade; Escalade ESV	2021	2021		
Chevrolet	Corvette	2020	2021		
	Suburban	2021	2021		
	Tahoe				
GMC	Yukon; Yukon XL				

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.

Condition	Certain 2020-2021 model year Cadillac CT4, CT5, Chevrolet Corvette; 2021 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon, Yukon XL; and 2021-2022 model year Buick Envision vehicles that had the Serial Data Gateway Module (SDGM) replaced in service, may not have been programmed correctly resulting in an incomplete registration of the new module.
Correction	Dealers are to reprogram the SDGM.

Parts

No parts are required for this software update.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106075 *	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9106076 *	Serial Data Gateway Module Reprogramming with SPS	0.4		

Important: * To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The Warranty Claim Code 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

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.
4. Select the Warranty Claim Code tab.

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 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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Techline Connect
Version: 1.8.0.2 Production

1GNSKGM...
2021 • Chevrolet • Suburban - 4WD

Connect Vehicle

DASHBOARD GDS2 SI SPS2 Support RPO Search Service Manu

SPS2

Welcome to Service Programming System 2

VIN: 1GNSKGM...
Model: Suburban - 4WD
Type: -
Make: Chevrolet
Year: 2021
Job Card:

Diagnostic Tool Ready!
J2534

Selected Programming Process: Reprogram

Auto Detect New Vehicle Manually Enter Vehicle

Auto Detect Tool

Java Version: 1.8.0_92 SPS2 Version: 2.8.5.5060 Windows Version: Windows 10

Print Settings

5743643

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

Warning

⚠ WARNING: You have selected a VIN different from the VIN read from the vehicle. Proceeding could lead to damaging the vehicle and/or safety concerns. Do you wish to proceed?

Yes Cancel

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The screenshot shows the Techline Connect SPS2 Programming interface. A dialog box is displayed with the following text: "M4521: You are attempting to reprogram with the same calibration. Select OK to continue, Cancel to Stop!". Below the dialog is a table with columns for Controller, ID, and Current #. The table contains the following data:

Controller	ID	Current #
K17	1	84820771
K17	2	84820790
K17	3	84820797
K17	4	84820801
K17	5	84820808
K17	6	84820819
K17	7	84820825

At the bottom right of the screen, the VIN is partially visible as "5644477".

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.

The screenshot shows the Techline Connect SPS2 Supported Controllers screen. The interface includes a sidebar with navigation icons and a main content area with the following sections:

- Select Controller:** A list of controllers with their codes and names. The "Serial Data Gateway Module" (K56) is highlighted.
- Select Function/Sequence:** A list of functions including "Programming Part 1", "Programming Part 2", and "Setup".
- Select Programming Type:** A list of programming types including "Normal" and "VCI".

The VIN "6057113" is visible at the bottom right of the screen.

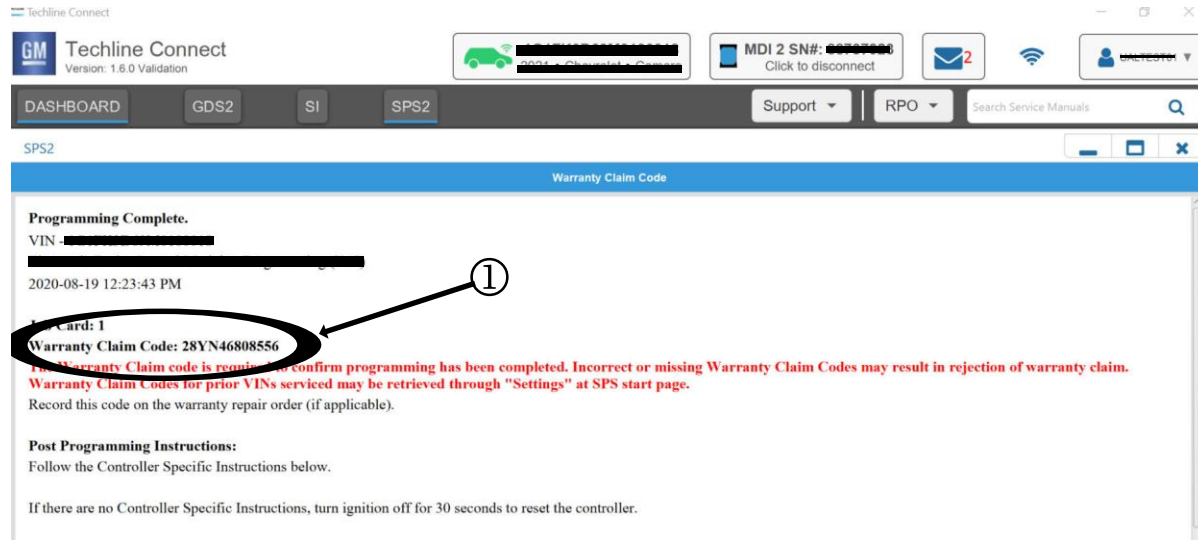
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Important: If “Programming Part 1” and “Programming Part 2” are shown in the “Select Function/Sequence”, both must be performed to complete programming. If both part 1 and part 2 are not completed, programming failure or control module damage may occur.

1. Reprogram the serial data gateway module. Refer to *K56 Serial Data Gateway Module: 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.

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 Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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 Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) 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 CPOIS system, or once again be used in the CTP 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**

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6162
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 17, 2022

Subject: N212353390 - Service Update Bulletin
Serial Data Gateway Module Replaced in Service Not Capable of OTA
Updates

Models: 2021-2022 Buick Envision
2020-2021 Cadillac CT4, CT5
2021 Cadillac Escalade, Escalade ESV
2020-2021 Chevrolet Corvette
2021 Chevrolet Suburban, Tahoe
2021 GMC Yukon, Yukon XL

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N212353390 today. The total number of U.S. vehicles involved is approximately 335. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 17, 2022. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS