



Service Bulletin

Bulletin No.: 22-NA-235

Date: June, 2023

TECHNICAL

Subject: Wireless Charging is Intermittent When Using iPhone and Samsung Phones at Offset Positions

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT4	2022	2023	—	—	—	—
	CT5						
	Escalade						
	Escalade ESV						
	LYRIQ	2023					
Chevrolet	Colorado	2022	2022	—	—	—	—
	Corvette	2022	2023				
	Silverado 1500	2023	2023				
	Suburban	2022					
	Tahoe						
	Trailblazer						
GMC	Canyon	2022	2022	—	—	—	—
	HUMMER EV	2022	2023				
	Sierra 1500	2023	2023				
	Yukon	2022					
	Yukon XL						

Involved Region or Country	North America, Brazil, Chile, Colombia, Guatemala, Peru, Europe, Israel, Middle East, Egypt, Uzbekistan, China, Japan, Vietnam, Cadillac Korea (South Korea), GM Korea Company, Australia/New Zealand
Additional Options (RPOs)	Equipped with CHARGER INDUCTIVE PORTABLE WIRELESS DEVICE (RPO K4C)
Condition	Some customers may comment that when attempting to charge their phone, they experience an intermittent charging when the phone is placed on the charger.
Cause	The cause of the condition may be due to power limits within the wireless charging module (WCM) software and the requirements for iPhone and Samsung Phone Fast Charging.
Correction	A software fix can be flashed to the Wireless Charging Module to improve the charging performance. DO NOT flash new Software on this part number - 13537143

Service Procedure

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.

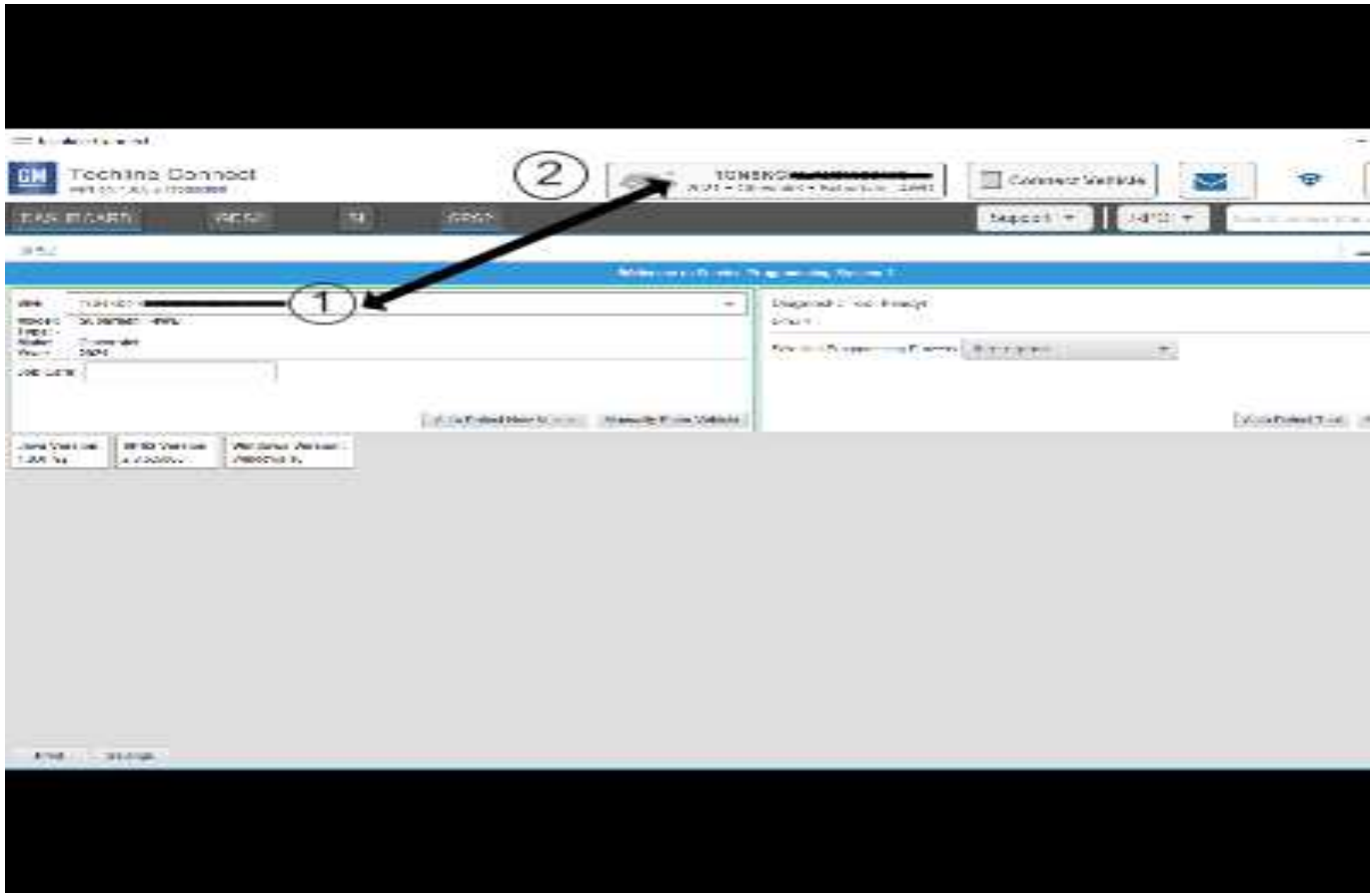
Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

- 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.

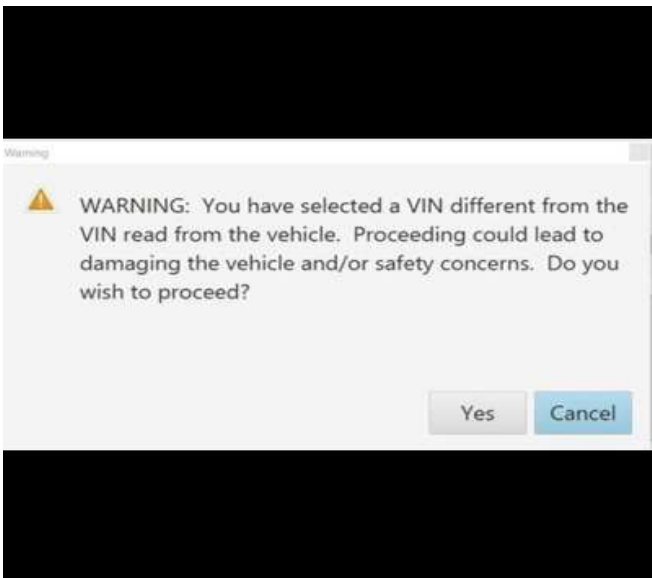
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in 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.

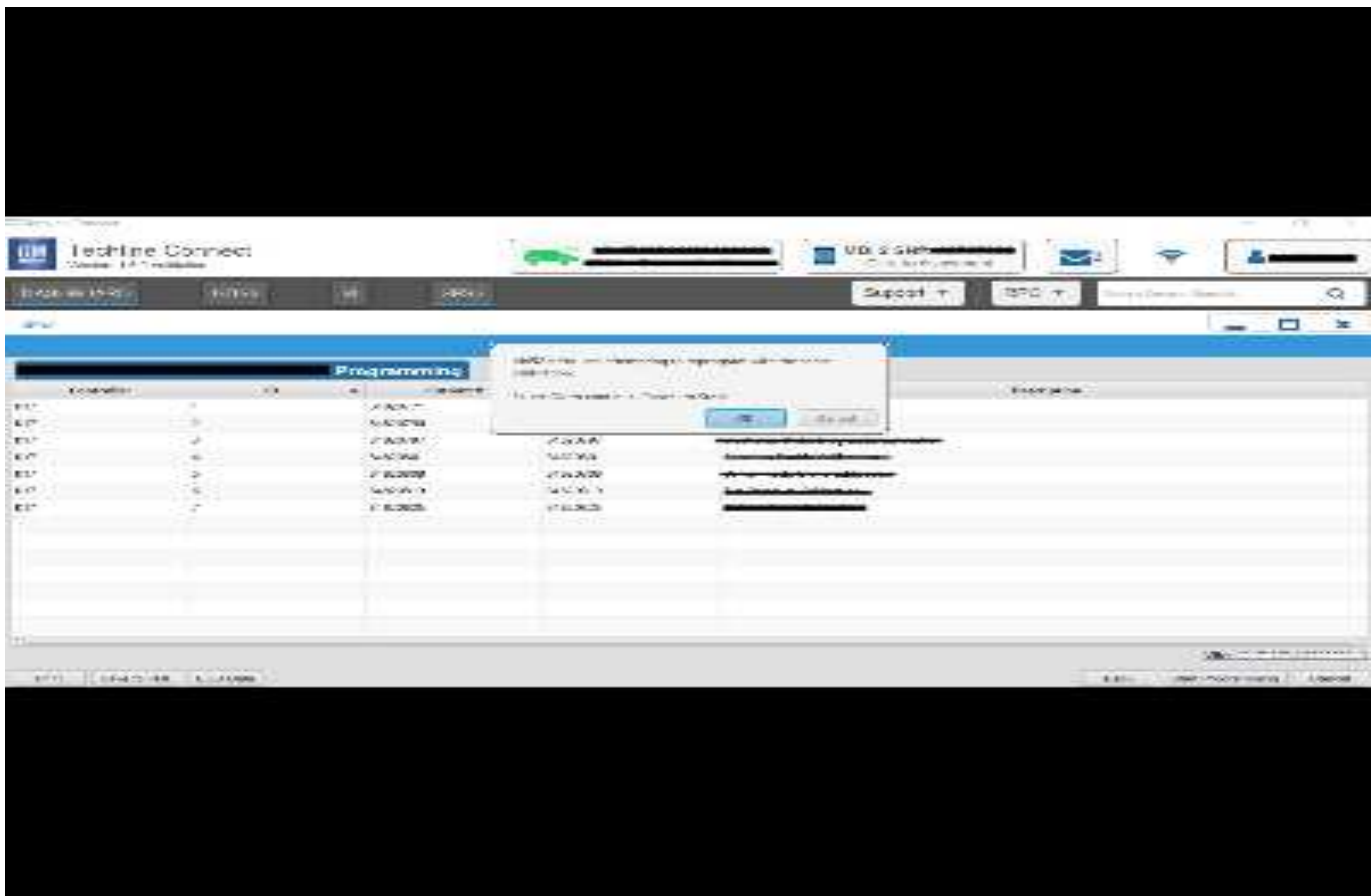


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Important: If the vehicle VIN DOES NOT match, the message below will be shown.



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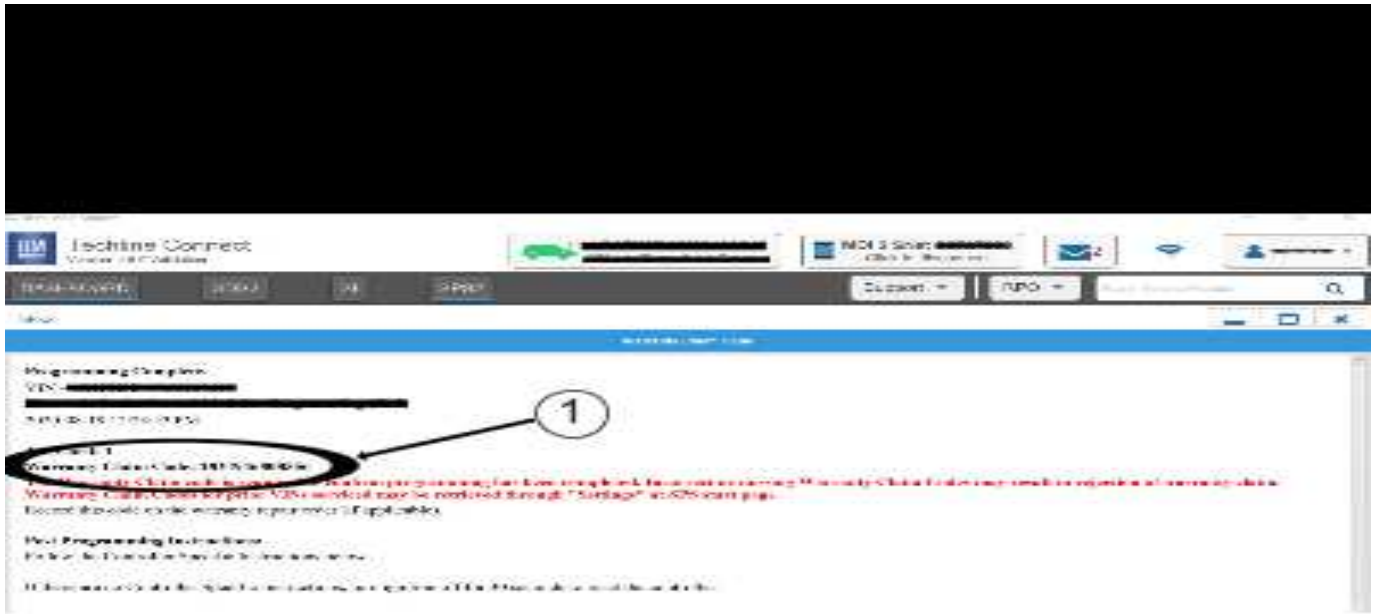


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Important: Techline Connect screen shown above.

Important: If the same calibration/software warning is noted on the TLC or SPS 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. Document the WCC on the job card. No further action is required. Refer to the Warranty Information section of this bulletin.

1. Reprogram the Wireless Charging Module.



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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 the Warranty Claim Code on the job card for warranty transaction submission.

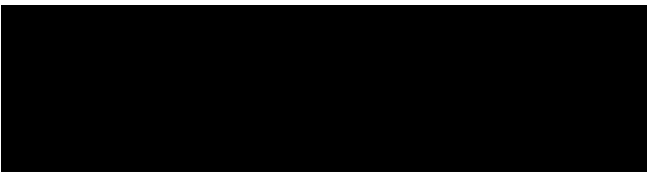
Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information:

Labor Operation	Description	Labor Time
2889078*	Wireless Charging Is Intermittent When Using iPhone and Samsung Phones At Offset Positions	0.3 hr

*This is a unique Labor Operation for bulletin use only.

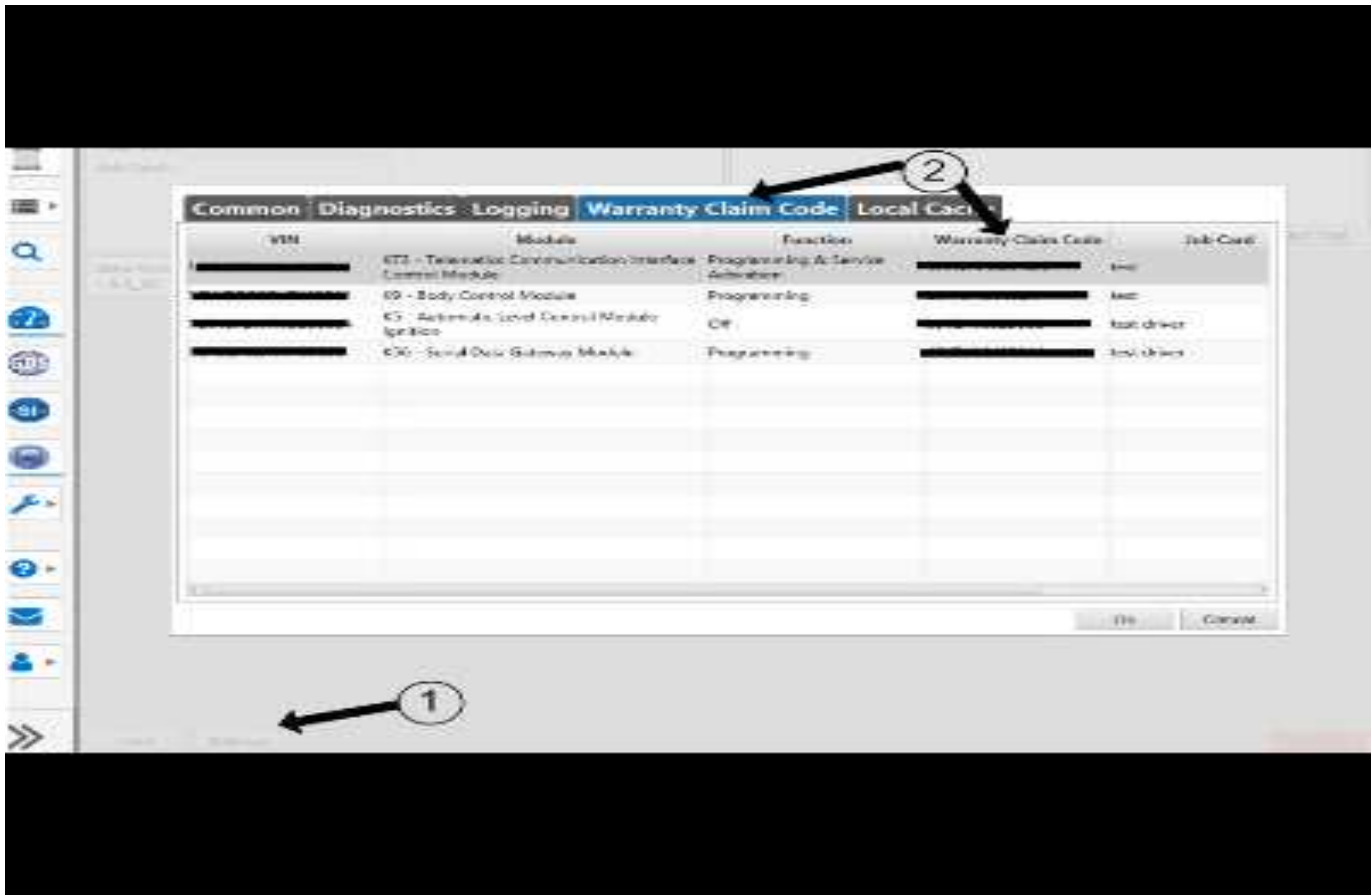
Important: To avoid warranty transaction rejections, carefully read and follow the instructions below:



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- 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 (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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Version	6
Modified	<p>Released November 18, 2022</p> <p>Revised December 06, 2022 – Added Important statement at start of Service Procedure, corrected programming step 1 and clarified Description information for Part Number 13555523.</p> <p>Revised February 07, 2023 – Added software Part Number column to Parts Information table.</p> <p>Revised March 24, 2023 – Added iPhone to Subject, Cause, Parts Information, Warranty Information and removed Part Number column, updated Description column in Parts Information table.</p> <p>Revised April 19, 2023 – Added Part Number to Correction section and removed Parts Information section.</p> <p>Revised June 07, 2023 – Removed Cadillac CT6, XT4, XT5, XT6, Chevrolet Blazer, Bolt EV, Bolt EUV, Camaro, 2023 Colorado, Equinox, Express, Malibu, 2022 Silverado 1500, Silverado 2500HD/3500HD, Traverse, GMC Acadia, 2023 Canyon, Savana, 2022 Sierra 1500, Sierra 2500HD/3500HD, and Terrain.</p>

