

# Service Update

## N232408731 Park Assist Not Enabled



**Release Date:** December 2023

**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		
Chevrolet	Tahoe Police Vehicle	2022	2022	9C1	SALES PACKAGE-POLICE VEHICLE

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 2022 model year Chevrolet Tahoe Police Vehicles were ordered with standard park assist and no provision for disable option, or had the module incorrectly reprogrammed to the improper calibration resulting enabling Front And Rear park assist.
<b>Correction</b>	Dealers are to select one of the options as noted in the warranty information section.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106885*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9106886*	(Option A) User Selectable Front and Rear Parking Assist via SPS2	0.3		
9107040*	(Option B) Front Parking Assist Disable via SPS2 (With call to TCSC)	0.3		

**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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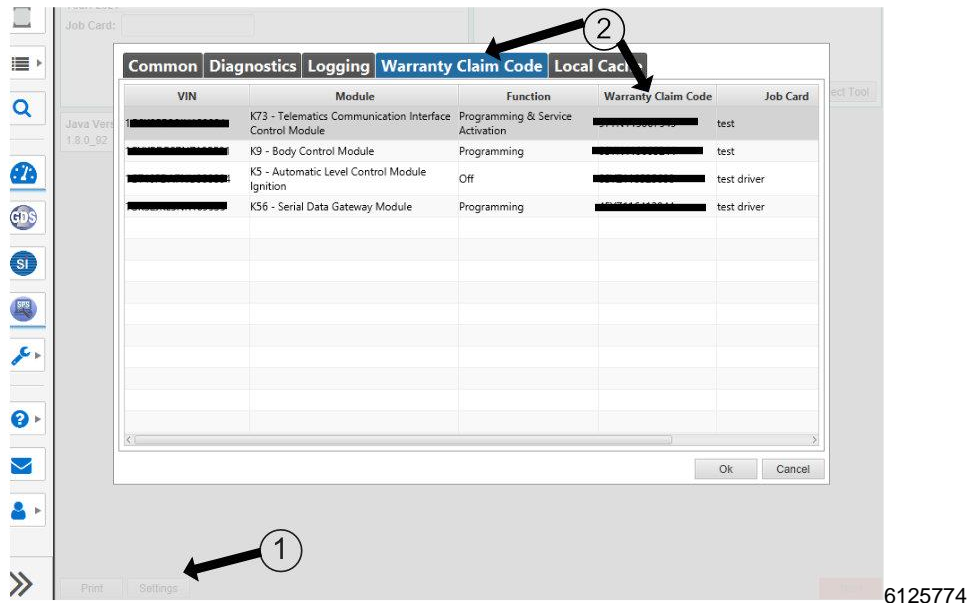
- The Warranty Claim Code from the programming event must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job 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.

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### 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.

### Service Procedure

**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.

**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.

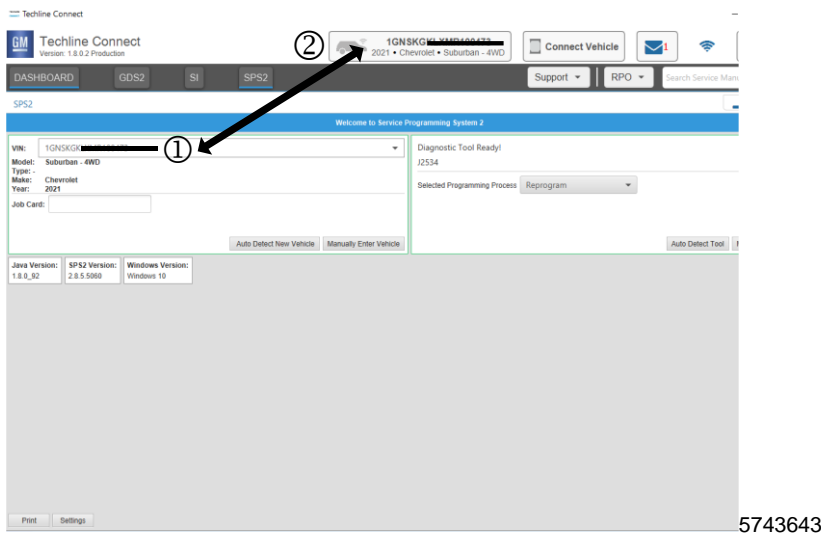
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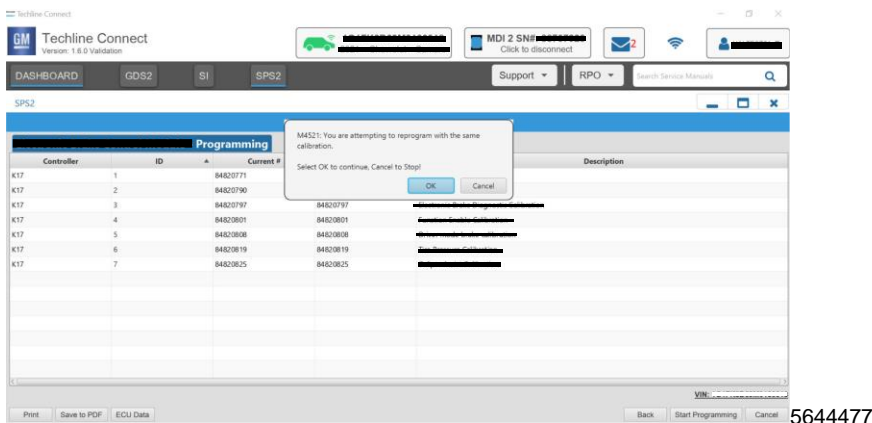
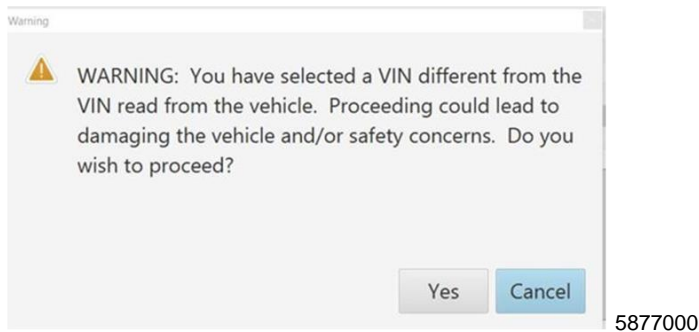


- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject 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.



**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.

1. Inspect vehicle for front push bumper.
  - If the vehicle does not have a front push bumper, proceed to “(Option A) User Selectable Front and Rear Parking Assist.” Selection latches over key cycles.
  - If the vehicle is equipped with a front push bumper, ask the customer if they want to disable ONLY the Front Parking Assist and leave the Rear Parking Assist functional (not driver selectable), OR have the ability to toggle both the Front and Rear Parking Assist either both “On” or both “Off” (Driver selectable with latching over key cycles).
    - A. If the Customer wants to toggle both the Front and Rear Parking Assist either both “On” or both “Off”, proceed to “(Option A) User Selectable Front and Rear Parking Assist.” This selection latches over key cycles.
    - B. If the Customer wants to ONLY disable the Front Parking Assist, leaving the Rear Parking Assist operational, proceed to “(Option B) Front Parking Assist Disable.”

**Note:** RPO SK5 will permanently disable the Front Parking Assist feature ONLY. The Rear Parking Assist will remain functional.

### (Option A) User Selectable Front and Rear Parking Assist

**Note:** This option will allow for both Front and Rear Parking Assist to be either both enabled OR both disabled.

1. Reprogram the Parking Assist Control module. Refer to *K182 Parking Assist Control Module: Programming and Setup* in SI.
2. Turn Parking Assist either “On” or “Off” through the vehicle’s menu, based on what the customer desires. See next steps for instructions on how to enable or disable the Parking Assist feature.



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3. Touch the “Settings” icon on the Home Page of the infotainment display.



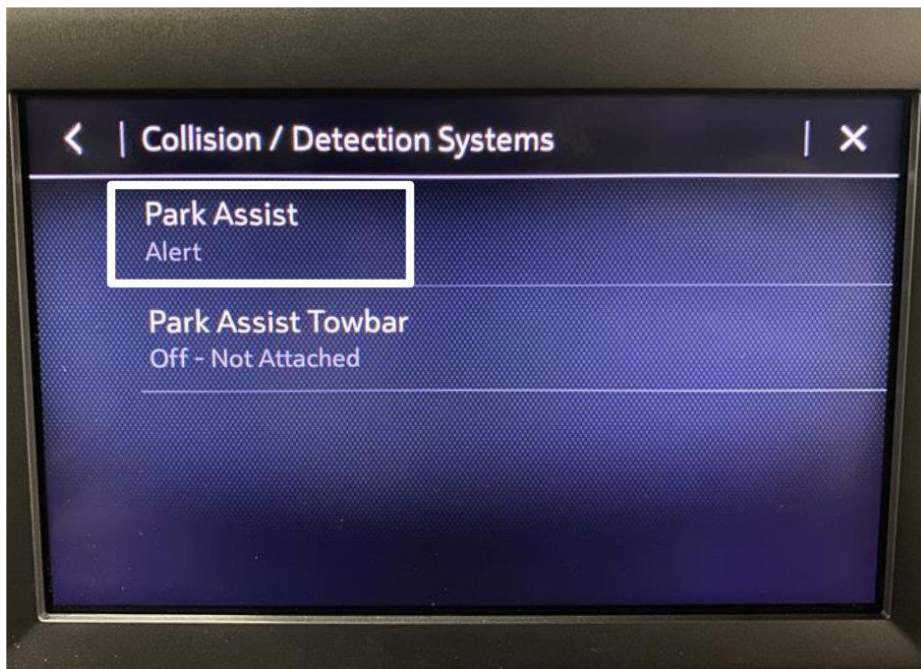
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4. Touch Vehicle to display a list of available options. Select "Collision/Detection Systems."

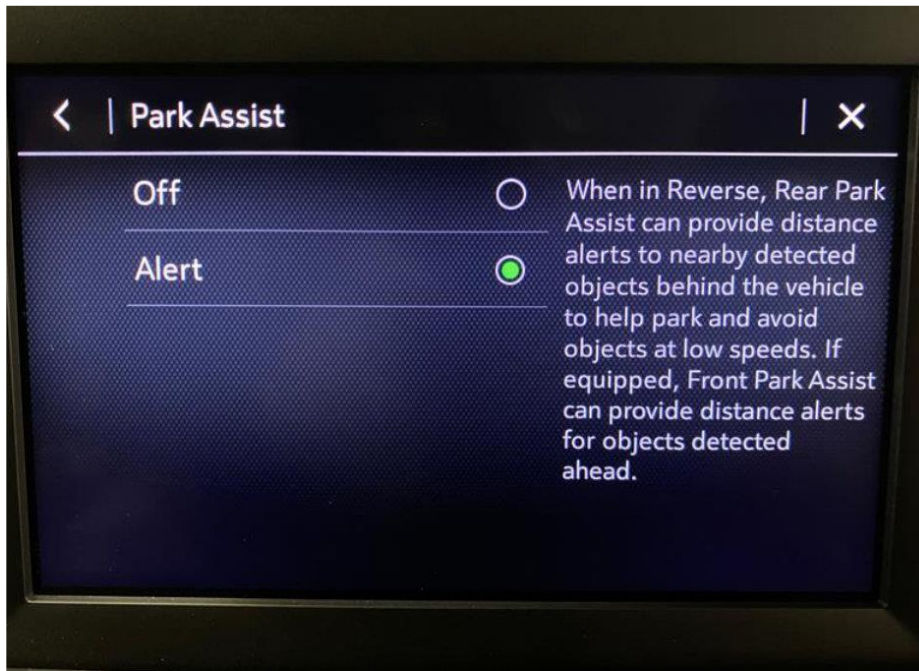


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5. Touch to select "Park Assist" in the menu.

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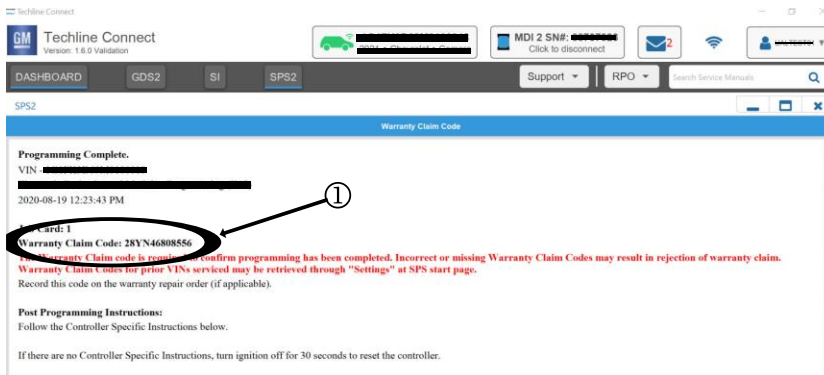
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6. Touch to select either “Off” or “Alert” based on what the customer wants. After the selection has been made, close out of the menu.

### (Option B) Front Parking Assist Disable

**Note:** RPO SK5 will permanently disable the Front Parking Assist feature ONLY. The Rear Parking Assist will remain functional.

1. Contact Techline Customer Support Center (TCSC) and request for VIN to be equipped with RPO “SK5”.
2. Reprogram the Parking Assist Control module. Refer to *K182 Parking Assist 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.

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### 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 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.



GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6741  
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 13, 2023

Subject: N232408731 - Service Update  
Park Assist Not Enabled

Models: 2022 Chevrolet Tahoe Police Vehicle  
Equipped with SALES PACKAGE-POLICE VEHICLE (RPO 9C1)

To: All General Motors Dealers

General Motors is releasing Service Update N232408731 today. The total number of U.S. vehicles involved is 1,477. 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 December 13, 2023. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS