Subject: Missing the V Series Instrument Panel Graphics on Vehicle Startup

Brand:	Model:	Model Year:		Model Year:		VIN:		En- gine:	Transmis- sion:
		from	to	fom	đ				
Cadil- lac	Escalade Mod- els (Premium Only)	2024	2024						

Involved Region or Country	North America
Condition	6505913 Some customers may comment that their vehicle is missing the V Series graphic displayed on the instrument panel during vehicle startup.
Cause	This may be caused by a software anomaly.
Correction	If you encounter a vehicle with any of the above conditions, reprogram the Instrument Cluster Control Module (IPC) with the latest available software.

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.

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.

• 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 <u>www.gmdesolutions.com</u> 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.
- Please verify that the radio time and date are set correctly before inserting USB drive into vehicle for programming, otherwise an error will result.
- 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.

= Techine Connect	- E
Techline Connect	BKC ML Average 2013
LMSRBDARD GDS2 SI SPS2	Support - RPO - Search Service Manuals
SP52	_ 0
Welcone to Service	Programming System 2
Vit: 100/300 (Benefician Control Model: Salarian - 4WD Topor- Model: Model: Chevrold: Anno: Anno: Anno: Anno:	Diagnosis Tool Ready! 12534 Selected Programming Process Reprogram
Auto Delact, New Write Menually Ender Writede	Auto Delect Tool
Los Wardon: EPS2 Verder: 180_82 2.05559 Window Verder: Window 10	
Triti Sellaga	

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



Tieth	Connect											- E	×
<u>GM</u>	Techline Co Version 1.6.0 Validat	onnect			~		MDI 2 Cir	SN#=00700 k lo disconnec		2		<u>.</u>	
DASH	IBOARD	GDS2	81	SPS2			Sup	sport 👻	RPO +	Snirch	Service Markania		۹
SPS2											_		×
_			Program	ming	M4521: You are attempting to re- calibration.	program with the sam	а. —						
10	Controller	0	4 646317	Current #	Select CK to continue. Cancel to	Stopl			Description	on			
817		2	646207			DK I	Cancel						
817		1	646207	77 (04020232	- Instantin Inder		-					
817		4	545208	C1	04020001	Current loss Engine	Co Bostion -						
K17		5	545208	58	04020606	- Triver reads have		•					
K17		6	545205	19	04020610	Dis Designed Col	in states of						
K17		7	545205	25	84820625		-						
-													
													_
-													
											MINESC		
Print	Save to PDF	FCU Data								Flack	Start Program	arite	Cancel

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. Reprogram the Instrument Panel Cluster Control module. Refer to <u>P16 Instrument Panel Cluster Control Module:</u> <u>Programming and Setup</u>.

Toddine Cornect	- U X
EM Techline Connect	Cilde to disconnect
DASHBOARD GDS2 SI SPS2	Support + RPO + Search Service Manuals Q
SPS2	_ 🗆 ×
	Warnany Claim Code
Programming Complete. VIN	completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim. "Settings" at SPS start page.
Follow the Controller Specific Instructions below.	
If there are no Controller Specific Instructions, turn ignition off for 30 seconds	to reset the controller.

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 Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810195	Instrument Cluster Reprogramming with SPS	Use Published Labor Operation Time

Labor Operation	Description	Labor Time
Important: **To avoid warranty transaction	n rejections, carefully read and follow the inst	ructions below:
Labour Time [Top]		
Labour Operation Code:		
Additional labour op code information:	PS Warranty Claim Code:	
6125814		
The Warranty Claim Code must be	e accurately entered in the "Warranty Cla	im Code" field of the transaction
 When more than one Warranty Cla Warranty Claim Codes in the "Corr "Warranty Claim Code" field of the FINAL code provided by SPS2. 	aim Code is generated for a programmin rection" field on the job card. Dealers mu transaction, otherwise the transaction w	g event, it is required to document all ust also enter one of the codes in the ill reject. It is best practice to enter the

Warranty Claim Code Information Retrieval

	VIN	Module	Function	Warranty Claim Code	Job Card
Java Verr		K73 - Telematics Communication Interface Control Module	Programming & Service Activation		test
1.8.0_92	-	K9 - Body Control Module	Programming		test
		K5 - Automatic Level Control Module Ignition	Off		test driver
		K56 - Serial Data Gateway Module	Programming		test driver
	¢				>
					Ok Cancel

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.

Ver- sion	1
Modi- fied	Released December 20, 2023