GLOBAL SAFETY FIELD INVESTIGATIONS DCS6802 URGENT - DISTRIBUTE IMMEDIATELY

- Date: February 22, 2024
- Subject: A242435120 Service Update Hands Free Power Liftgate
- Models: 2024 Cadillac XT4 Equipped with BODY EQUIPMENT-LIFT GATE, POWER, HANDS FREE (RPO TC2)
- To: All General Motors Dealers

General Motors is releasing Service Update A242435120 today. The total number of U.S. vehicles involved is 4,473. 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 February 22, 2024. Please verify a VIN's involvement by checking in IVH. IVH is the best source for individual VIN inquiries. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS



Release Date: February 2024

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.

		Model Year		Model Year		Model Year			
Make	Model	From	То	RPO	Description				
Cadillac	XT4	2024	2024	TC2	BODY EQUIPMENT-LIFT GATE, POWER, HANDS FREE				

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.

Cond	dition	Certain 2024 model year Cadillac XT4 vehicles may have a condition where the hands free power liftgate
		with the projected logo lamp, will turn off in the personalization settings without customer notification after
		the vehicle goes into full sleep mode.
Corre	ection	Dealers are to reprogram the body control module.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107058*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9107059*	Body Control Module Reprogramming with SPS	0.5		

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.
- 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

	VIN	Module	Function	Warranty Claim Code	Job Card	ect Tool
a Vers 0.92	1 /84/168866666666	K73 - Telematics Communication Interface Control Module	Activation		test	
0_92		K9 - Body Control Module	Programming		test	
		K5 - Automatic Level Control Module Ignition	Off		test driver	
	1	K56 - Serial Data Gateway Module	Programming	194944449944	test driver	
	¢			9	3	
					Ok Cancel	
L						

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

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.

- 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.

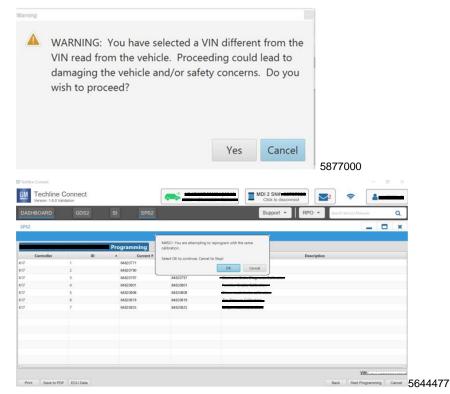


- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that 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.

Techline Connect			-
CM Techline Connect Version: 1.8.0.2 Production	2021 · Chevrolet	Suburban - 4WD	2 1 *
DASHBOARD GDS2 SI	SPS2	Support - RPG	D 👻 Search Service Manu
SPS2			_
	Welcome to Service Programmi		
VIN: 1GNSKGK	✓ Diagno J2534	ostic Tool Ready!	
Type: - Make: Chevrolet Year: 2021	Selecter	d Programming Process Reprogram	•
Job Card:			
	Auto Detect New Vehicle Manually Enter Vehicle		Auto Detect Tool
Jane Version: 9F32 version: Windows Version: 11.0 y,02 2.0.5 5000 Windows 10			
Pint Settings			5743

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



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 Body Control Module. Refer to K9 Body Control Module: Programming and Setup in SI.

Version: 1.6.0 Validation	ect			MDI 2 SN#: Click to disconnect	2		ALTESTON
ASHBOARD	SDS2 SI	SPS2		Support - RF	O - Search Se	evice Manuals	Q
PS2						_	• •
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2020-08-19 12:23:43 PM							
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Warranty Claim Code: 28							
	is required to confirm	n programming has been complete		rranty Claim Codes may re	sult in rejection of	f warranty claim.	
	parior VINs sometend						
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Warranty Claim Codes for Record this code on the war Post Programming Instruc- Follow the Controller Specia	ranty repair order (if ap tions: fic Instructions below.						

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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.

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.

GM bulletins are intended for use by professional technicians, NOT a "<u>do-it-yourselfer</u>". 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, <u>DO NOT</u> 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