

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6479  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 9, 2023

Subject: N232399010 - Service Update  
TCM Loss of Communication

Models: 2023 Cadillac CT4  
2023 Cadillac CT5  
2023 Cadillac Escalade  
2023 Cadillac Escalade ESV  
2023 Chevrolet Silverado 1500 New  
2023 Chevrolet Suburban  
2023 Chevrolet Tahoe  
2023 GMC Sierra 1500 New  
2023 GMC Yukon  
2023 GMC Yukon XL

To: All General Motors Dealers

General Motors is releasing Service Update N232399010 today. The total number of U.S. vehicles involved is approximately 24,793. 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 March 9, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Service Update

## N232399010 TCM Loss of Communication



**Release Date:** March 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.

Involved vehicles will be repaired either through dealer repairs as described in this bulletin or through over the air (OTA) programming. Dealers can and should perform the procedure in this bulletin on any vehicle with an "open" status on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management system. Due to the fact that vehicles will be closed in IVH through successful OTA programming, dealers should always check the status in IVH before performing any vehicle repairs.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	CT4	2023	2023		
Cadillac	CT5	2023	2023		
Cadillac	Escalade	2023	2023		
Cadillac	Escalade ESV	2023	2023		
Chevrolet	Silverado 1500 New	2023	2023		
Chevrolet	Suburban	2023	2023		
Chevrolet	Tahoe	2023	2023		
GMC	Sierra 1500 New	2023	2023		
GMC	Yukon	2023	2023		
GMC	Yukon XL	2023	2023		

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 2023 model year Cadillac CT4, CT5, Escalade, Escalade ESV, Chevrolet Silverado 1500 New, Suburban, Tahoe and GMC Sierra 1500 New, Yukon, Yukon XL vehicles, may experience an intermittent loss of communication with the Transmission Control Module (TCM).
<b>Correction</b>	Owners who have accepted applicable terms and conditions will have the opportunity to accept these software changes using wireless over-the-air (OTA) technology without having to bring their vehicle to a dealership. Alternatively, owners may have their vehicle serviced at a GM dealer to receive these software updates. Dealers will perform a TCM module reprogramming.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106532*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration (Includes performing Service Fast Learn on 8 speed equipped vehicles)		ZFAT	N/A
	Silverado/Sierra	0.3		
	CT4	0.5		
	CT5	0.2		
9106533*	Escalade/Yukon/Yukon XL/Tahoe/Suburban	0.2		
	Transmission Control Module Reprogramming (Includes performing Service Fast Learn on 8 speed equipped vehicles)			
	Silverado/Sierra	0.5		
	CT4	0.7		
	CT5	0.5		
	Escalade/Yukon/Yukon XL/Tahoe/Suburban	0.5		

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

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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
[REDACTED]	K73 - Telematics Communication Interface Control Module	Programming & Service Activation	[REDACTED]	test
[REDACTED]	K9 - Body Control Module	Programming	[REDACTED]	test
[REDACTED]	K5 - Automatic Level Control Module Ignition	Off	[REDACTED]	test driver
[REDACTED]	K56 - Serial Data Gateway Module	Programming	[REDACTED]	test driver

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.

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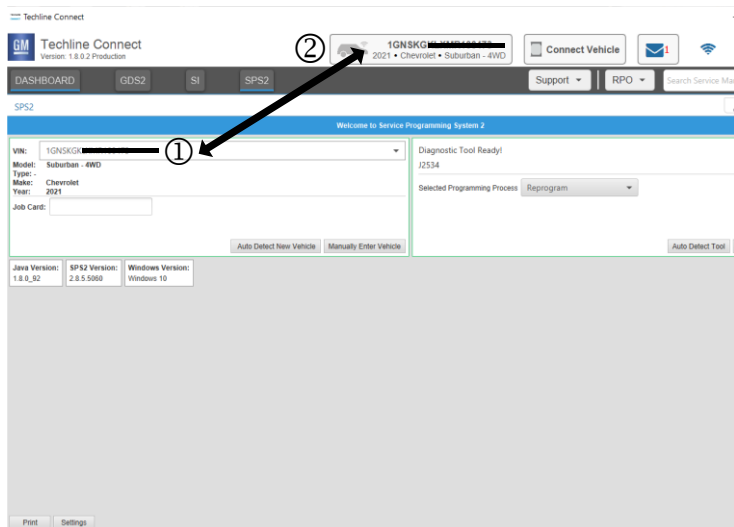


- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, 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 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.

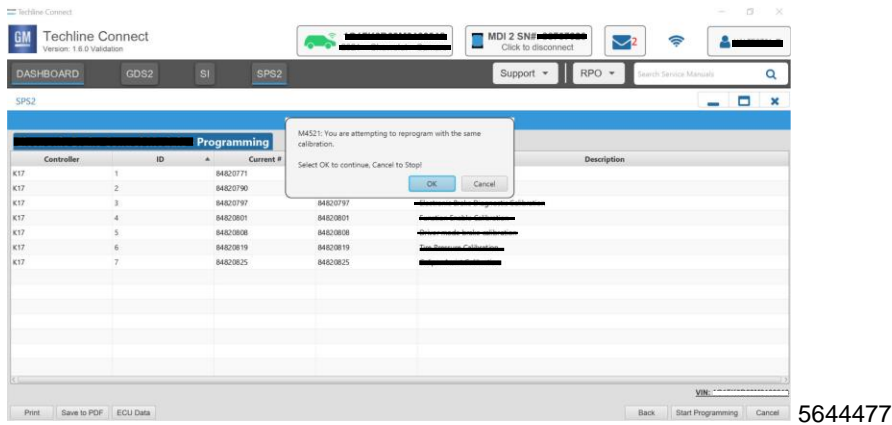
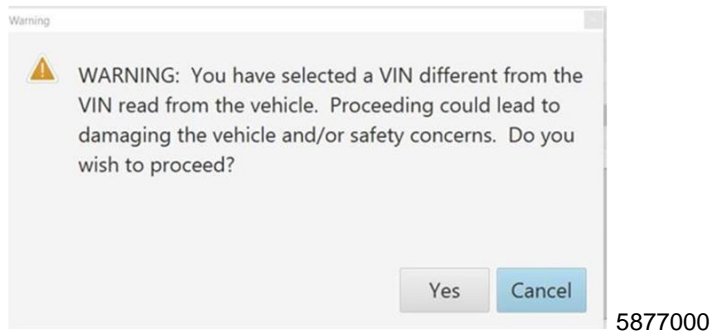


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**Important:** If the vehicle VIN DOES NOT match, the message below will be shown.

# Service Update

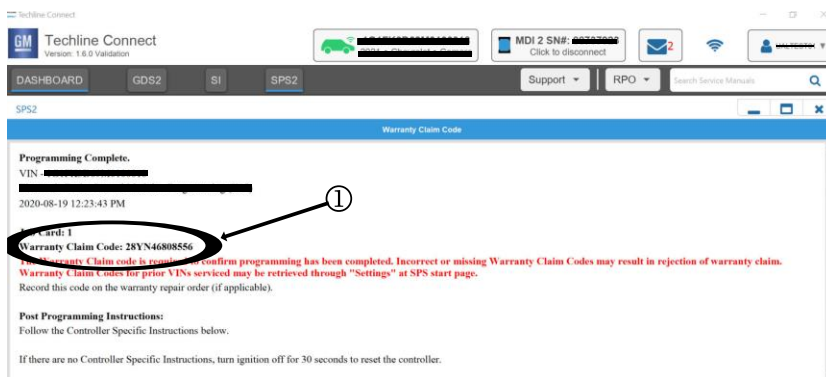
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**Important:** Techline Connect screens shown above.

**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.

- Reprogram the Transmission Control Module. Refer to *K71 Transmission Control Module: Programming and Setup* in SI.
  - The transmission fast learn procedure is required **on all 8 speed transmissions** after this programming event, no matter whether the programming proceeded or skipped due to same cal. Be sure that it is performed.



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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.

- 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 Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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 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.

