TECHNICAL

Subject: Vehicle Software Update (VeSCoM)

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2021	2021				

Involved Region or Country	North America
Additional Options (RPOs)	
Condition	Some customers 2021 model year Cadillac Escalade vehicles need to receive the latest vehicle software configuration management (VeSCoM) software update. A continuous improvement software update is being released with updates to multiple modules. Some of the most notable issues addressed: • Adaptive cruise control turns off, drops out. "Service Driver Assist" message on DIC – Front Camera Module, Long Range Radar Module • Instrument Panel Cluster will go completely blank and will not come back on until next key cycle - Instrument Panel Cluster • "Service Headlamp" message on DIC – Adaptive Forward Lighting Module • "Service Steering Column Lock" message on DIC – Electronic Steering Column Lock Module • "Service Theft Deterrent System" message on DIC; Theft Alarm Went Off Unexpectedly – Body Control Module • Check Engine Light – "Service Brake Assist" message on DIC – Brake System Control Module;
Cause	The cause of the condition may be software anomaly.
Correction	Dealers will sequentially reprogram affected modules with service programming system (SPS) or techline connect (TLC).

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 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.

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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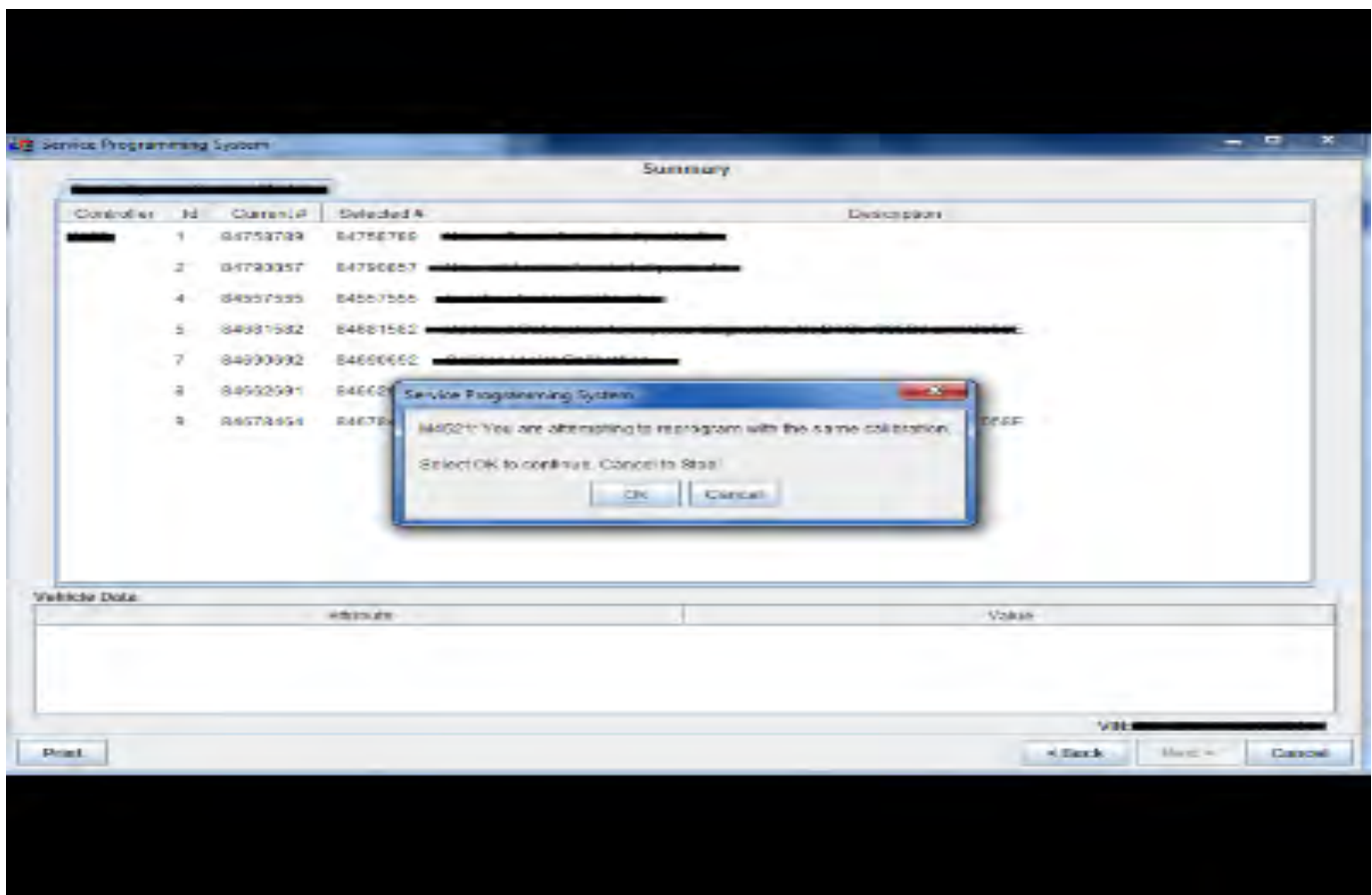
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Important: Techline Connect and TIS2WEB screens shown above.

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. No further action is required. Refer to the Warranty section of the bulletin.

Important: When programming a module in GM's new Vehicle Intelligence Platform, or VIP, the power mode (ignition) needs to be off or errors may occur. This involves the 2020 Chevrolet Corvette, Cadillac CT5 and CT4, as well as the upcoming full-size Chevrolet, GMC, Cadillac SUVs and Buick Envision. Serial Data Message Authentication also needs to have the ignition off.

1. Connect the MDI2 and open TLC.

Important: If issues arise during the Multimodule Vescom Sequence programming, Contact Techline Customer Support Center 1-800-828-6860 for English or 1-800-503-3222 for French (Canadian) for assistance.

2. Using SPS2, select ZFA, Vescom Multimodule Coordinated Sequence for programming.

   - For the first programming event, select "Programming Part 1" option under Select Function/Sequence. It is normal for techline to take 10+ minutes to process data for this sequence before any programming event begins. Be patient.

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Note: The screenshots above are 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 SPS Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen

3. Record SPS Warranty Claim Code on job card for warranty transaction submission.
   • Hit "Proceed with same VIN" to continue programming the vehicle.

Note: The Cadillac Escalade DOES NOT require Programming Part 2. Only "Programming 1," "Programming Part 3," and "Programming Part 4." Will be available to you.

4. Proceed to again select ZFA, Vescom Multimodule Coordinated Sequence for programming.
   • For the second programming event, select Programming Part 3 under "Select Function/ Sequence" and proceed with programming.

• Record the SPS Warranty Claim Code in your correction field for this programming event.
• Hit "Proceed with same VIN" to continue programming the vehicle.

5. For the final programming event, again select ZFA, Vescom Multimodule Coordinated Sequence for programming.
   • For the third programming event, select Programming Part 4 under "Select Function/ Sequence" and proceed with programming.
   • Record the SPS Warranty Claim Code in your correction field for this programming event.

6. After programming is finished, go into GDS2 and clear codes in all modules.

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
9700024*	Sequenced Reprogramming Event for 2021 Cadillac Escalade VesCom 21.10	1.5 hr

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

Important: **To avoid warranty transaction rejections, carefully read and follow the instructions below:
• The Warranty Claim Code must be accurately entered in the "SPS 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 "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS/SPS2.

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TLC/TIS on the computer used to program the vehicle.
2. Select and start SPS/SPS2.
3. Select Settings.
4. Select the Warranty Claim Code tab.

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.

Version	1
Modified	Released May 11, 2021