



Service Bulletin

Bulletin No.: 24-NA-271
Date: December, 2024

TECHNICAL

Subject: C103D.28 Set Current, Update Software K19 - Suspension Control Module

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2025	2025				

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with RPO F45
Condition	Some customers may comment on a “Service Suspension” message illuminated in the DIC (Driver Information Center). A technician may notice DTC C103D.28 is setting in current, without a message illuminated.
Cause	The causes of the condition may be software anomalies.
Correction	Ensure the K19 Suspension Control Module software is up to date before diagnosing the sensor. If software is up to date and code persists, please follow service information procedures.

Service Procedure

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.

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 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.
- 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.

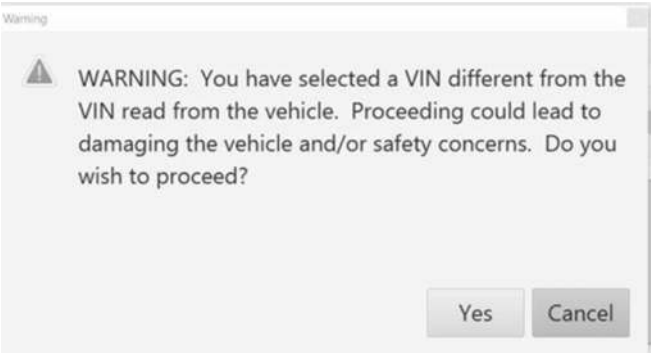
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in 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.

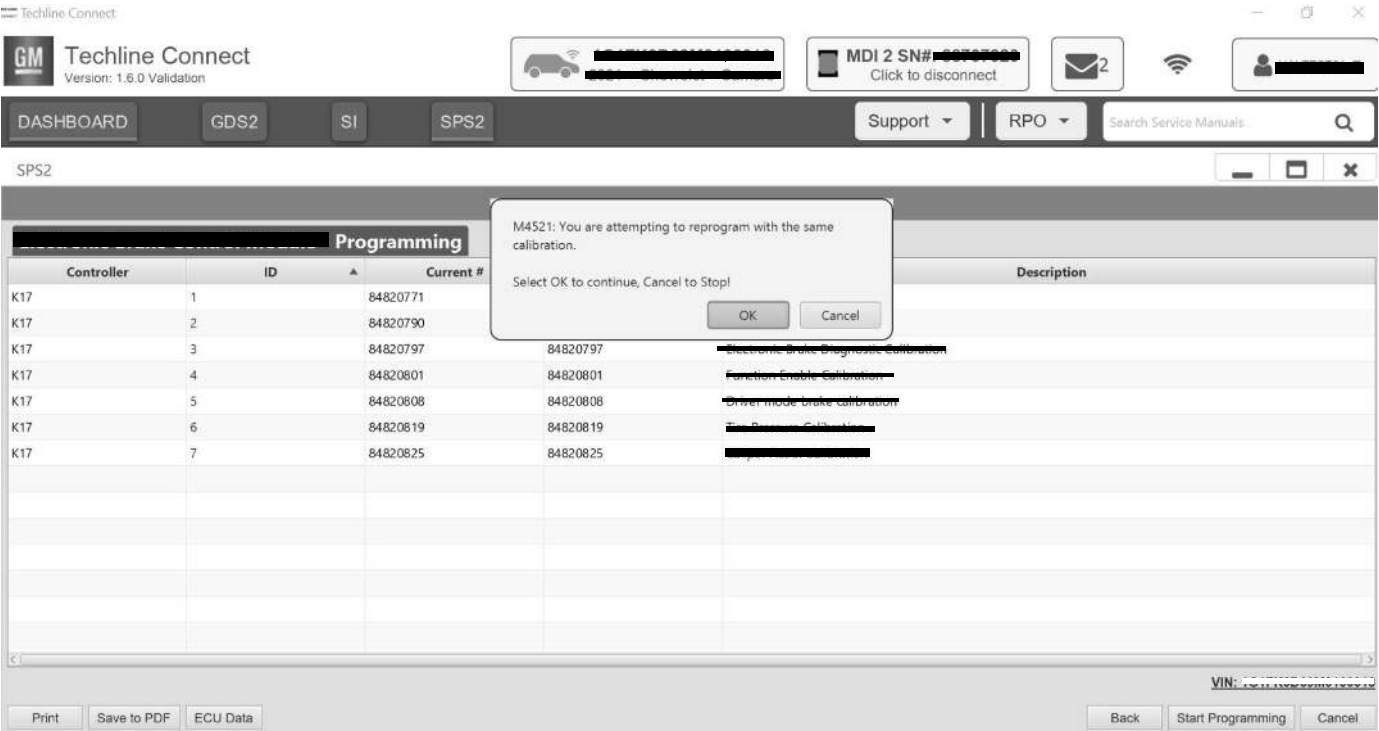
The screenshot displays the Techline Connect SPS2 interface. At the top, the header includes the GM logo, 'Techline Connect', and 'Version: 1.8.0.2 Production'. Below this is a navigation bar with tabs for 'DASHBOARD', 'GDS2', 'SI', and 'SPS2'. The 'SPS2' tab is active. On the right side of the header, there is a 'Connect Vehicle' button, a mail icon with a '1' notification, a Wi-Fi icon, and a user profile icon. Below the navigation bar, the main content area is titled 'Welcome to Service Programming System 2'. On the left, there is a form with the following fields: 'VIN:' (a dropdown menu with the value '1GNSKGM1K1B100172' selected, circled with a '1' and an arrow pointing to it), 'Model:' (Suburban - 4WD), 'Type:' (-), 'Make:' (Chevrolet), 'Year:' (2021), and 'Job Card:' (an empty text box). To the right of the VIN dropdown, there is a 'Diagnostic Tool Ready!' status with the value 'J2534'. Below this, there is a 'Selected Programming Process' dropdown menu with the value 'Reprogram' selected. At the bottom of the main content area, there are three buttons: 'Auto Detect New Vehicle', 'Manually Enter Vehicle', 'Auto Detect Tool', and 'Manual'. At the bottom left, there are three boxes showing system versions: 'Java Version: 1.8.0_92', 'SPS2 Version: 2.8.5.5060', and 'Windows Version: Windows 10'. At the bottom right, there are 'Print' and 'Settings' buttons.

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



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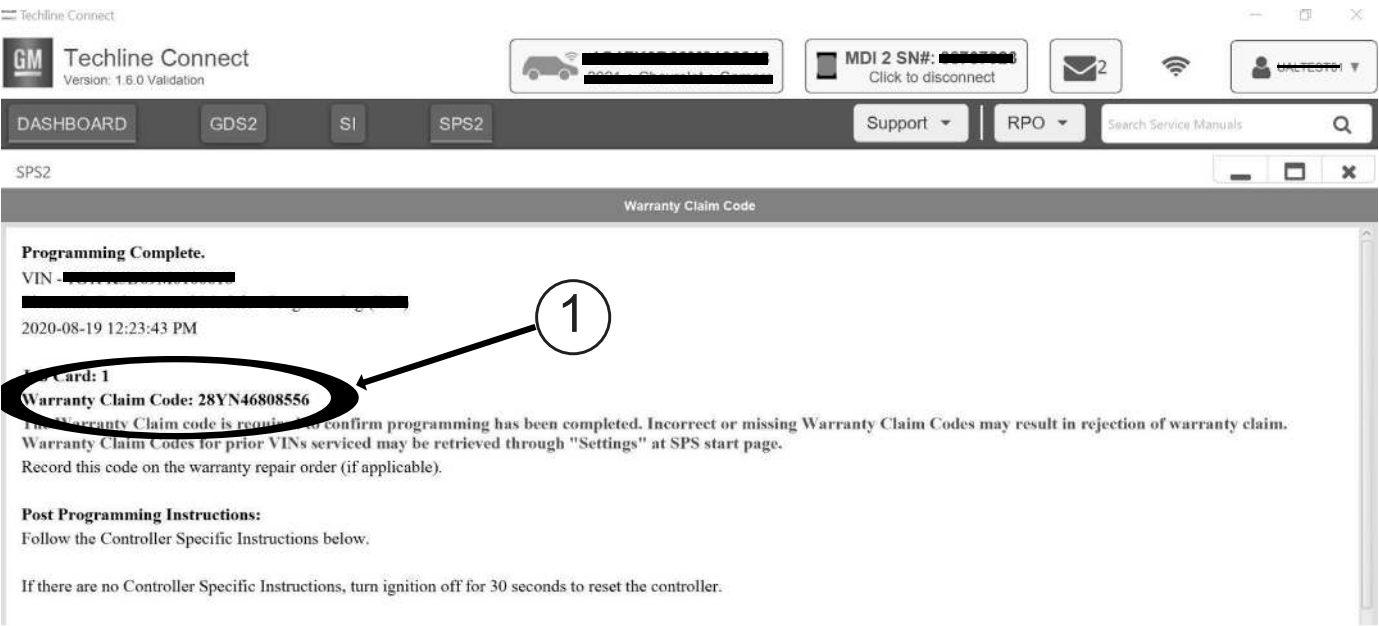


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Important: Techline Connect screens shown above.

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. Reprogram the Suspension Control Module. Refer to *K19 Suspension Control Module: Programming and Setup*.



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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.

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
*2888108	Update K19 Suspension Control Module Software for C103D	0.3 hr

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

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

Labor Operation	Description	Labor Time
Labour Time [Top] Labour Operation Code: Additional labour op code information: SPS Warranty Claim Code:		

- The Warranty Claim Code 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

The screenshot displays the GDS software interface. On the left sidebar, there are icons for Job Card, Java Version (1.8.0_92), Time, GDS, SI, SPS, Tools, Help, Mail, and User. The main window has tabs for Common, Diagnostics, Logging, Warranty Claim Code, and Local Cache. An arrow labeled "2" points from the top right corner towards the Warranty Claim Code tab. Below the tabs is a table with columns VIN, Module, Function, Warranty Claim Code, and Job Card.

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

An arrow labeled "1" points from the bottom center towards the Print and Settings buttons at the very bottom of the screen.

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.

Version	1
Modified	December 17, 2024

