TECH LINK

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POWER MOVES

2025 ESCALADE IQ and Escalade Power Side Doors Operation

The ESCALADE IQ offers an available power open-and-close exterior door entry system and a power-assist exterior door system is available on the Escalade and Escalade ESV.

FSE Technician Recognition Awards – 4th Quarter 2024

see page 6

2025 ESCALADE IQ and Escalade Power Side Doors Operation

The new all-electric 2025 ESCALADE IQ and new 2025 Escalade and Escalade ESV deliver a truly luxurious passenger experience with inspiring design, craftsmanship and technology. These full-size SUVs offer a number of innovative features, including an available power open-and-close exterior door entry system (RPO APD) on the ESCALADE IQ and a power-assist exterior door system (RPO with R6W) on the Escalade and Escalade ESV.

POWER DOOR OPERATION

The power door system (RPO APD) available on the ESCALADE IQ enables each side door to power open or close with a touch of a button. Simply press and release the touchpad on the exterior door handle and the door will power open hands free. Press the touchpad again and the door will power close. When in motion, the door automatically slows down prior to fully opening or closing.

To operate a power door, press and release the touchpad on the back of the door handle.

The power doors can be set to open slightly, midway, to the maximum opening, or manually. To change the settings, go to Settings > Vehicle > Doors and Locks > Power Doors on the infotainment screen.

The power doors are always power assisted, even when operated manually. To operate a door manually, press the touchpad on the exterior door handle while pulling or pushing the door. Pulling the door handle fully also will mechanically release the latch, allowing the door to be opened.

For added convenience, the driver's door can be set to automatically close when the driver presses the brake to start the ESCALADE IQ.

Front Command Center controls

To operate a power door from inside the vehicle, lightly pull the interior door handle or use the Front Command Center controls.

With the Front Command Center console, users can open all doors individually or close all doors individually or simultaneously. If equipped, the Rear Command Center console also can be used to open or close the rear doors.

TIP: In the Service Information, the Front Command Center is referred to as the A26 Heater and A/C User Interface Control and the Rear Command Center is referred to as the A34 Heater and A/C Auxiliary Control.

If opening a rear door from the inside when it is locked, the first pull of the interior door handle will unlock the door and the second pull will power open the door.

POWER ASSIST OPERATION

The power-assist exterior door system (RPO APD with R6W) available on the Escalade and Escalade ESV offers power-assisted door opening and closing. It features the same hardware as the power door system, but it currently does not provide fully automatic power opening and closing operation. Each side door

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The power-assist exterior door system aids in making it easier to operate the doors.

must be physically opened and closed, but the power assist functionality will aid in making it easier to operate the doors. A future software update is planned that will enable the system to provide full power door operation.

Both power door and power-assist door systems include a motorized door check-link assembly. The motorized door check-link assembly acts as the door check link to hold the door in position when open. Unlike a manual door with two detent positions, the door has infinite detent positions so that when the door is opened, the motorized door check link assembly holds the door in the position where the door stops.

If the door is being held in an open position and it needs to be moved further open or closed, some additional effort will be needed to overcome the motorized door check link and then the door will move with power assist.

The door opening and closing will feel differently on Escalade models built with power assisted doors (APD with R6W) compared to vehicles without the system. Also, the operation of the power-assisted front doors will feel differently than the power-assisted rear doors because of the size and proportion of the doors. Again, this is normal. If there is a customer concern regarding door opening or closing efforts, do not compare front door effort to the rear door effort.

TIP: Do not attempt to reprogram the doors or vehicle unless there is a repeatable current DTC. If history DTCs are present and there are not any specific door issues, do not attempt a repair.

Refer to #PIT6291B for more information.

POWER DOOR SYSTEM COMPONENTS

The power side door system (RPO APD) consists of the following main components in each side door:

- Side Door Access Control Modules
- Side door actuators and side door position sensors (sensors are part of the side door actuators)
- Side door latches
- Side door latch cinch actuators and cables
- Side door object detection sensor (one in each side door exterior door handle)
- Side door exterior unlock/unlatch switches (one in each exterior door handle)
- Side door interior door handle switches (one in each side door interior door handle)
- Front side door window control switches (contain the front door lock and unlock switches)
- Rear side door window switches (contain the rear door lock and unlock switches)

Other related components include:

- Body Control Module
- Lighting Control Module

TIP: During service, do not attempt to turn the door chime off by manually flipping the door latch fork to the lock position. Moving the latch fork manually with the door open will cause a "Service Door" message to appear in the instrument cluster and will not cancel the door chime.

OPERATING TIPS

As with any new technology, operating the ESCALADE IQ's power doors may require a change in user behavior. Each door features obstacle detection (a radar sensor is located in the exterior door handle) that will stop the door automatically.

When opening a door, the user should press the touchpad on the exterior door handle and, as the door starts to open, step rearward of the door; otherwise, the door may stop if the system identifies the user standing in front of the door as an obstacle.

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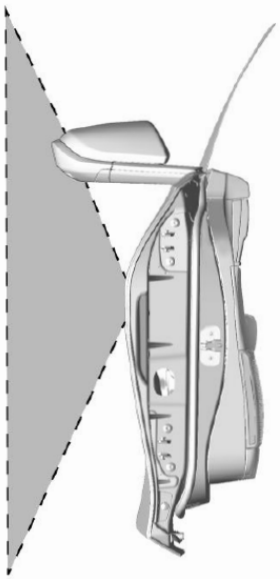
If the door stops and the user inadvertently presses the touchpad on the door handle again to further open the door, the door will instead automatically close.

By pressing the door handle touchpad once to open or close the door, and then stepping back to provide enough space for the door to open, the power doors will operate properly and provide added convenience and personalization for owners.

The Side Door Access Control Module continuously monitors power door operation and calculates its location and direction of travel for both the opening and closing sequences. If an object is detected during a power open cycle, the Side Door Access Control Module will turn off the drive unit actuator to prevent the door from contacting the object. The sensors may not detect objects that are very close (within 10 inches, 25 cm) of the vehicle. If an obstacle is detected near the door or the door is blocked, a warning will be displayed on the center console(s).

During an opening or closing cycle, if the power door makes physical contact with an obstacle, the door will slightly reverse in the opposite direction.

If a door is left open, the power assist will hold the door at the same position.



The power doors feature obstacle detection with a radar sensor located inside the door handle.

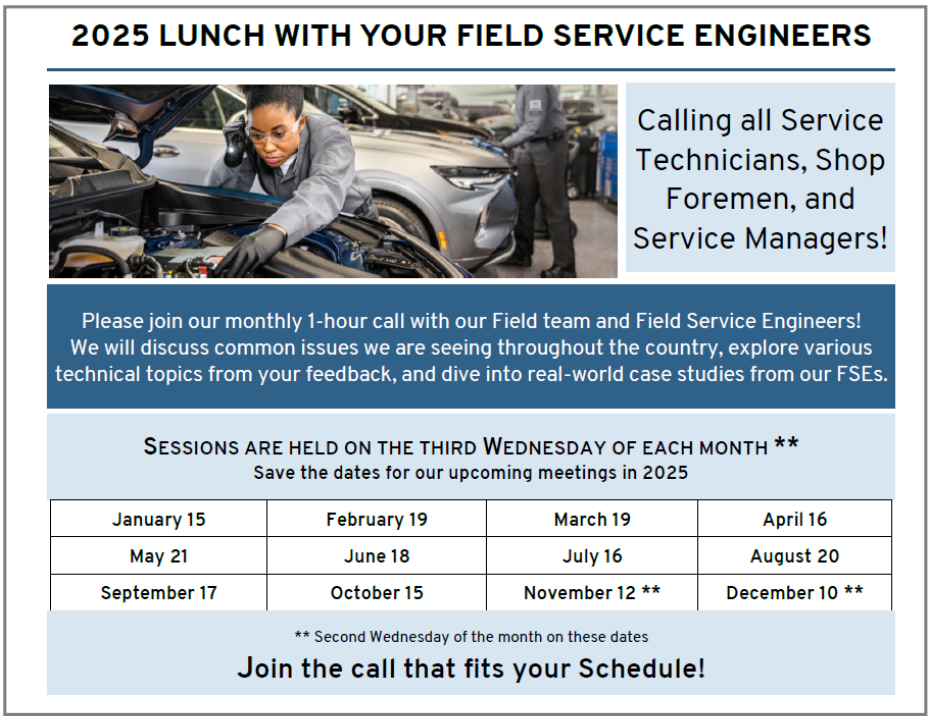
If electrical power is lost, fully pulling the interior release handle will unlatch the door and allow it to be manually opened. It may require more effort to open the door without the power assist.

For a closer look at power door and power-assist door operation, check out the January Emerging Issues Seminar 10225.01V.

Thanks to Mark Shearer and Mike Waszczenko

When the door starts to open, the user should step rearward of the door.

Plan for Lunch with Your FSEs in 2025



GM dealership technicians can learn about the latest technical information and repair procedures from their Field Service Engineers (FSEs) in the 2025 Lunch with Your Field Service Engineers meetings that are held online via Microsoft Teams each month. The meetings provide technicians with details about common service and repair topics using in-dealership case studies from FSEs in each region.

The one-hour meetings cover specific information on a variety of topics, focusing on new service procedures and difficult technical repairs that are based on the real-world experiences of FSEs while working with dealership technicians. In addition, many meetings are joined by representatives from Brand Quality, Engineering, Techline and other GM departments.

MONTHLY ONLINE MEETINGS

The online meetings are held via Microsoft Teams on the third Wednesday of the month (with a few exceptions). There are three local call times available — 12 pm Eastern, 12 pm Central and 11:30 am Pacific — that make the meetings convenient and accessible for all. Technicians are encouraged to join the meeting that best fits their schedule.

To join a call, select the Lunch with Your FSEs Monthly Meeting link on the TechLink home page, which will direct you to the related Global Connect message each month and provide access to the link to sign in to the desired meeting. The Microsoft Teams app is required.

The current 2025 meeting schedule is:

- January 15
- February 19
- March 19
- April 16
- May 21
- June 18
- July 16
- August 20
- September 17
- October 15
- November 12*
- December 10*

*Second Wednesday of the month.

LOOKING FOR FEEDBACK

The FSE teams are always looking for feedback about potential topics to cover during the meetings. Technicians who would like to suggest a particular topic for a future meeting are encouraged to send a message to the email address listed in the Global Connect message posted each month. Future meeting discussions will be based on the latest information requested by technicians, so all topic suggestions are welcome.

▶ Thanks to Dan Beerends

FSE Technician

RECOGNITION AWARDS

4TH QUARTER 2024

The GM Field Service Engineer (FSE) Technician Recognition Awards (U.S.) celebrate the skill and dedication of dealership technicians who have recently worked with FSEs on challenging repairs.

Technicians at GM dealerships are selected for recognition based on a variety of factors, including their focus on safety, customer satisfaction, personal accountability, training achievements, diagnostic abilities and the level of repair documentation.

Each recognized technician receives a Service Excellence magnetic plaque and an Excellence in Service Award certificate.

4th Quarter 2024 Technician Recognition Award Winners

Technician: John Detrick

Dealership: Wind Gap Chevrolet, Wind Gap, Pennsylvania

FSE: Paul French

Service Excellence:

John has worked on many difficult cases. Most recently, he helped solve two problematic EV powertrain issues where he went above and beyond for both his dealership and the customer. His dedication to his training and his dealership professionalism never goes unnoticed.

Technician: Devin Dulude

Dealership: Banks Chevrolet Buick GMC Cadillac, Concord, New Hampshire

FSE: Christopher Proteau

Service Excellence:

Devin started at Banks at age 16 on the lube rack. He's 22 now and was sponsored by the dealership as an ASEP student. He attended the Lakes Region Community College in Laconia, NH, where he got his degree. Devin obtained GM World Class Status within 13 months of graduating, which is a truly remarkable achievement.

Devin always has a positive attitude no matter how difficult the case may be. He consistently displays a "Think Customer" attitude and "It's On Me" behavior when working on tough cases, and makes sure to have photos and session logs attached to the case for easy reference. He has worked on cases ranging from squeaks and rattles to water leaks to EV electrical gremlins, testing his knowledge and skill. But he has an uncanny ability to think outside the box.

Recently, he worked on a T1 SUV with a battery draw. For the most part, the draw was constant, so how hard could that be to figure out? Pull some fuses and identify the source, right? Not so easy. Devin stuck with the diagnosis and did all the legwork trying to isolate LIN Bus devices that could be causing all the modules in the vehicle to stay awake. No codes were setting and everything in the vehicle worked. Finally, it came down to the Power Mode Master, the BCM, or it's surrogate, the SDGM. Ultimately, the SDGM corrected the concern. Devin showed great dedication to repairing this vehicle and never got frustrated. Devin is to be applauded for his professionalism, competence, patience and for all he has achieved in such a short amount of time. Keep up the great work, Devin!

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Technician: Eric Cisco

Dealership: Casey Chevrolet, Newport News, Virginia

FSE: Jon Ewing

Service Excellence

Eric is an exceptional technician whose dedication and work ethic truly sets him apart. Always eager to learn, Eric approaches each task with a positive attitude and a willingness to expand his skills. Eric is consistently helpful, going above and beyond to ensure everything runs smoothly.

Recently, on a case with an electric vehicle that had a loss of isolation in the battery, it was proving to be a challenge to find a willing technician and dealership to help isolate and diagnose the high-voltage battery — until reaching out to Eric. He did not hesitate to help and quickly had the vehicle isolated at his dealership. Eric performed all the necessary checks and replaced the battery quickly to get the vehicle back on the road. Eric's great attitude and eagerness to help demonstrate his "Its On Me" behavior. Thank you, Eric, and keep up the great work!

Technician: Ken Stewart

Dealership: Gastonia Chevrolet Buick GMC Cadillac, Lowell, North Carolina

FSE: Greg Zorn

Service Excellence

Ken is a hard worker who always looks to repair the vehicle correctly the first time. He is very knowledgeable and works to understand how a system operates to help diagnose vehicles properly. Ken is always willing to go the extra mile to make sure the customer is taken care of.

Recently, Ken worked on a case involving a 2024 Silverado EV with a faulty RESS. Ken worked to get the job completed quickly and, when moisture was found in the pack, he was essential in getting things set up so our FSE team could perform battery debussing and make the RESS stable to ship. Ken went above and beyond, even postponing some time off, to make sure the team had everything needed to complete the stable-to-ship repair quickly and effectively.

Technician: Mark Pierson

Dealership: Patrick Cadillac, Schaumburg, Illinois

FSE: Michael Campbell

Service Excellence

Mark is a consummate professional. He's a role model in the shop and always has time to help his fellow technicians. He has completed 100% of his GM training. He also is the shop's primary EV technician in addition to shouldering the roles of dispatcher and shop foreman.

When working with Mark, he always remains completely engaged in the diagnosis and repair of the vehicle and offers theories and suggestions for things to try. Working on several cases at the dealership over the years, Mark has either been the assigned technician or has been heavily involved helping the assigned technician. He displays the behaviors and knowledge needed to be successful, and that's always been impressive.

Technician: John Morley

Dealership: W-K Chevrolet, Sedalia, Missouri

FSE: Bradley Hall

Service Excellence

John Morley deserves to be recognized for his exceptional attitude and knowledge. John is a long-standing GM technician who will do whatever is required to resolve a customer concern.

John recently worked on an incredibly difficult case with a hybrid Malibu. The vehicle had a very intermittent concern that routinely took 200-300 miles to duplicate. Through long and tedious diagnostics that lacked clear direction or failures, John was always willing to drop everything and help. Solving this issue included many long drives, in-depth electrical diagnosis and major engine work. John's focus through the whole experience was to get the car fixed and returned to the customer. The most telling example of John's excellent abilities is that he replaced the correct part the first time, yet the replacement part also had the same failure mode as the original. This is a testament to how spot on his knowledge is.

▶ **Thanks to Hank Poelman**

Turn Signal Canceling and Steering Column Rattle Conditions

Some 2023-2024 Colorado, Canyon; and 2024 Blazer EV models may have a turn signal condition and, on 2023-2024 Colorado, Canyon models, a rattle sound may be heard coming from the steering column.

The turn signal may switch to the opposite direction for a few flashes.

TURN SIGNAL OVER CORRECTING

When using the turn signal in either direction, instead of self-canceling, the turn signal may switch to the opposite direction for a few flashes.

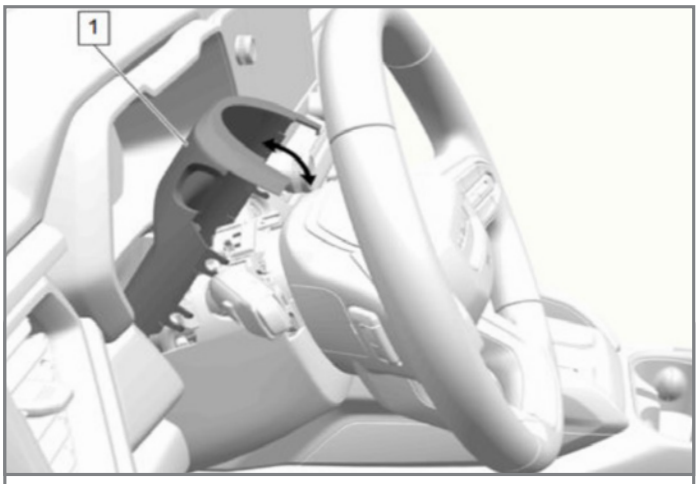
If this condition is found, reprogram the Body Control Module (BCM). Be sure to record the SPS Warranty Claim Code.

For more details, refer to Bulletin #24-NA-176.

STEERING COLUMN BRACKET

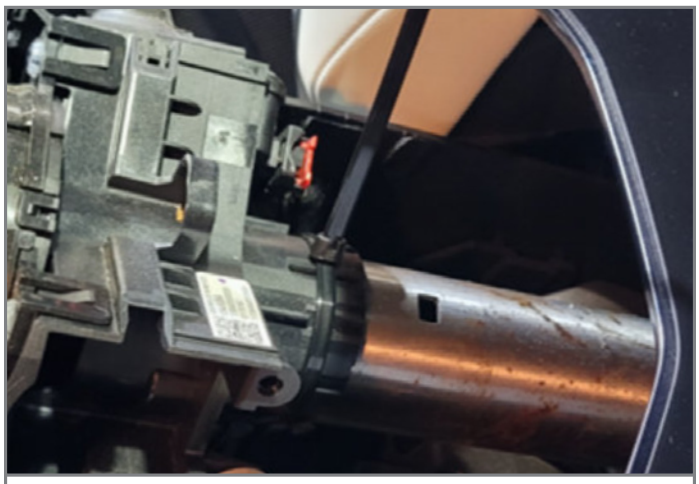
In addition, on some 2023-2024 Colorado and Canyon models, there may be a rattle sound coming from the steering column. The rattle sound may be due to a loose-fitting turn signal/trim mounting bracket.

To check the steering column bracket, extend the steering column to its furthest position and separate the instrument panel steering column upper and lower trim covers using a small, plastic trim tool.



Separate the instrument panel steering column upper and lower trim covers.

With the upper trim cover removed, wrap the turn signal bracket with an appropriately sized tie strap and secure it tightly. Trim off any extra length of the tie strap and reinstall the upper trim cover.



Secure the turn signal bracket with an appropriately sized tie strap.

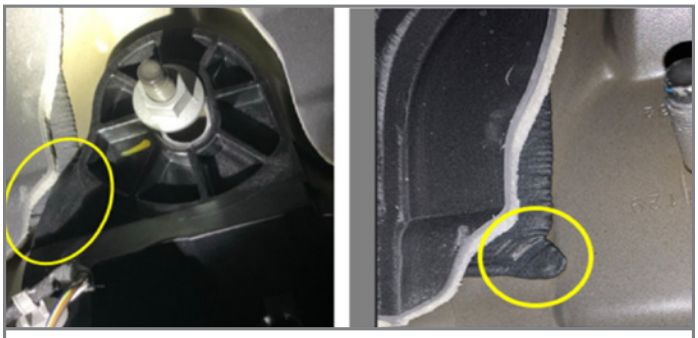
Refer to Bulletin #24-NA-235 for additional information.

▶ Thanks to Jonathan Johnson

Rattle Sound from the Brake Pedal Area

There may be a rattle sound heard from the brake pedal area on some 2025 HUMMER EV models. The sound may be caused by excess body seam sealer extending under the brake pedal housing.

If the sound is present in the vehicle interior, verify the brake pedal rattle. Next, check the brake pedal housing near the sky bolt (the single bolt on top of the housing) for excess body seam sealer. It will be necessary to trim back the excess seam sealer.

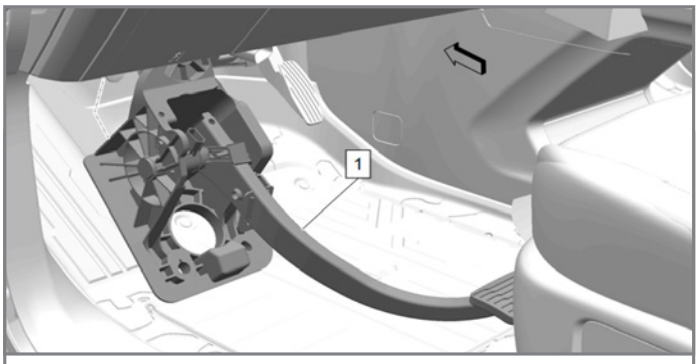


Excess body seam sealer extending under the brake pedal housing.

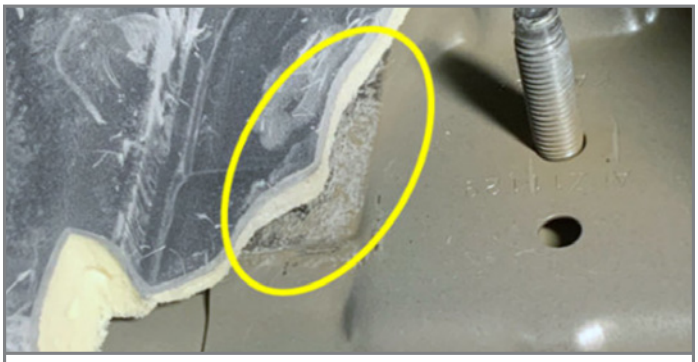
To trim the excess sealer, remove the brake pedal assembly. Refer to Brake Pedal Assembly Replacement in the appropriate Service Information.

Locate the excess sealer and remove the section of sealer that is contacting the brake pedal using an appropriate scraping tool.

Once repairs are complete and the brake pedal assembly is reinstalled, be sure to calibrate the Brake Pedal Position Sensor.



Remove the brake pedal assembly.



Remove the section of sealer contacting the brake pedal.

Refer to Bulletin #25-NA-003 for more details.

▶ Thanks to Kurtis Hoezee

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