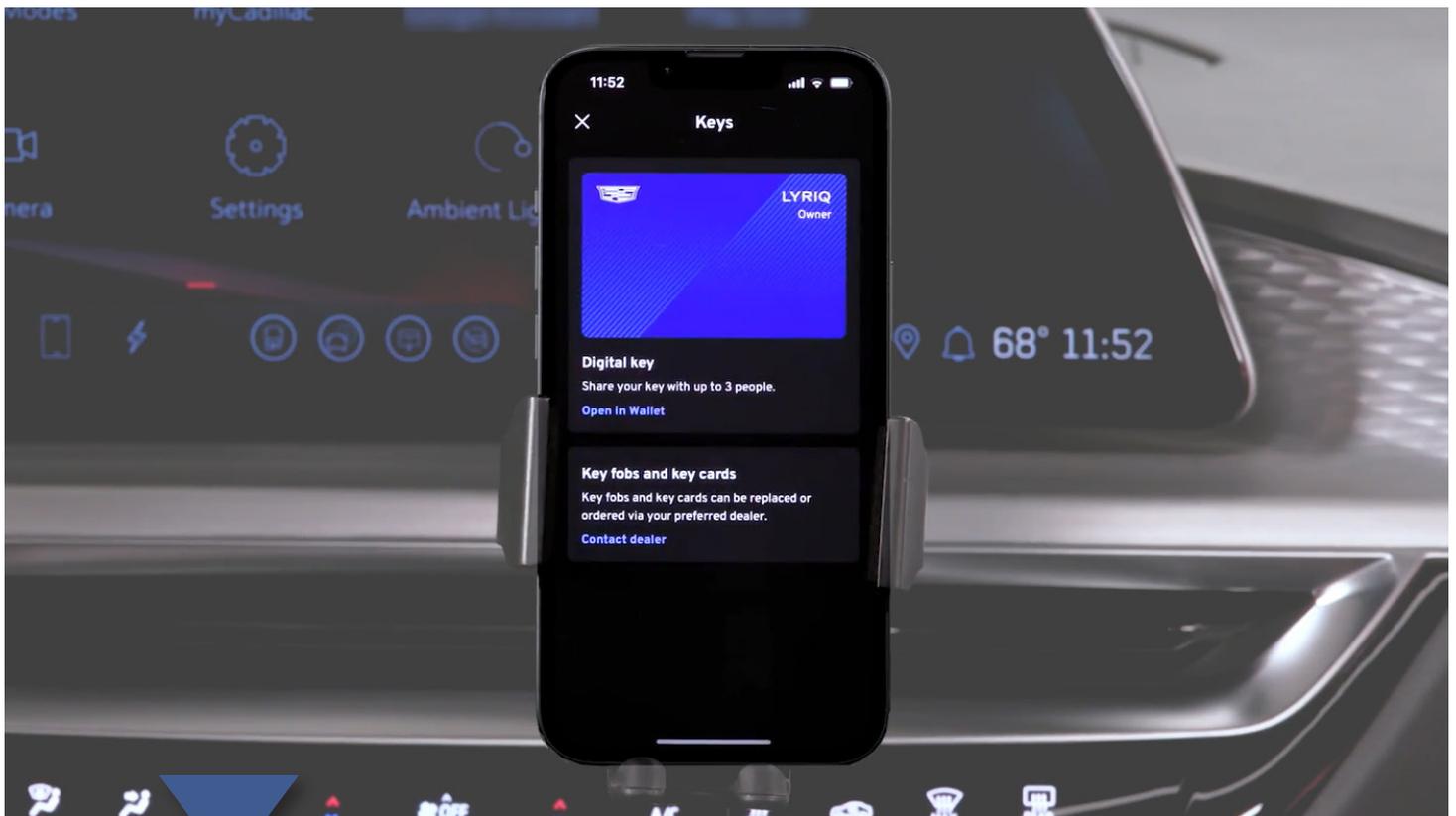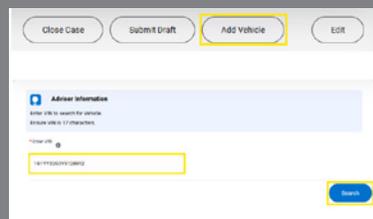# GM Introduces Digital Key, Offering Convenience and Easy Access

Digital key allows a compatible smartphone or smartwatch to be used in place of the remote key fob.

Latest CX Connect Update

see page 5

CUSTOMER CARE AND AFTERSALES

GM Introduces Digital Key, Offering Convenience and Easy Access

Digital key is a new convenience feature that allows a customer to use a compatible smart device, such as a smartphone or smartwatch, in place of a conventional key or remote key fob.

Digital key will be enabled on vehicles beginning with the 2026 LYRIQ and OPTIQ and will be enabled on more models in the future. When the feature is enabled, customers will be notified that they may bring their vehicle to the dealership for a software update or that their vehicle will have the feature enabled via an Over-the-Air (OTA) update, depending on vehicle model and build date. Once the feature is enabled, customers will have the option to set up their digital key on their smart device.

TIP: The digital key is intended to replace the remote key fob, but not for all circumstances. Most importantly, the key fob should be brought in with the vehicle for all service visits to the dealership. For any service concern related to the digital key itself, the digital key device, key card and key fob should be brought in with the vehicle.

Customers have the option of sharing the digital key with up to seven additional digital devices at launch. For instance, if a customer needs a neighbor to move the vehicle while out of town, the digital key can be shared with the neighbor. Once the neighbor no longer needs to use the digital key, either the customer or the neighbor is able to revoke that digital key.

Digital key on a
smartphone
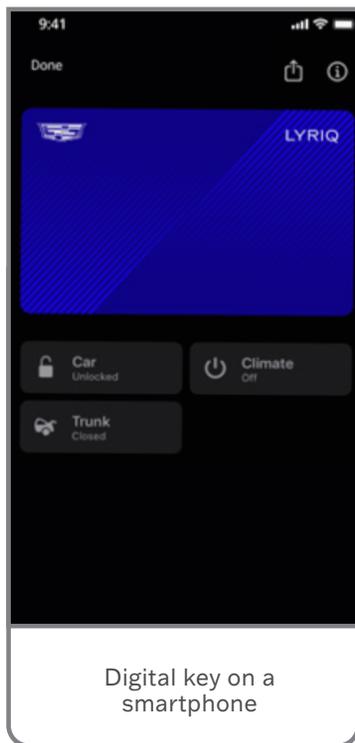
USING THE DIGITAL KEY

Before using the digital key, the customer's mobile device must be registered and paired to the vehicle using the myBrand app, e.g. myCadillac mobile app, which will establish the customer's device as the "Owner Key." Customers also will need to have an active OnStar subscription. OnStar connectivity is not required for operation of the digital key but is required for the initial setup procedure as well as to add the digital key to a new phone.

The digital key device works much like a passive entry key fob, except pressing the button on the door handle is not required to unlock the vehicle. To use the digital key, the user simply approaches the vehicle with the digital key device and the vehicle unlocks when in range. Remote commands range, including locking/unlocking doors and vehicle starting, for the digital key can be up to 75 feet (23 meters).

Other existing features through the myBrand app do not change. Remote lock, unlock, and vehicle starting through the myBrand app will continue to function the same with an active OnStar account.
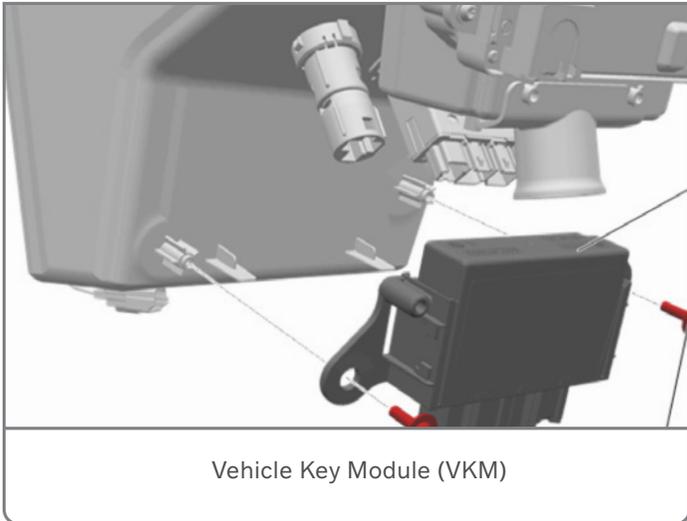
The key card also is included as part of the digital key feature and can be used as a backup to the digital key device. In the event the digital key device has an issue, such as a dead phone battery, the key card can be used to gain entry to the vehicle and allow vehicle starting.

DIGITAL KEY OPERATION

The digital key feature consists of new hardware on the vehicle that works harmoniously with the customer's mobile device to create a convenient, seamless digital key experience.

The vehicle is equipped with a UHF Short Range Low Energy Remote Control Access Transceiver, also referred to as the Virtual Key Module (VKM), and several UHF Low Energy Remote Control Access Sensor Transceivers, also referred to as Virtual Key Sensor (VKS) sensors. The number and location of VKS may vary per vehicle model.

The VKM and VKS devices are short range transceivers and can communicate with a smartphone device. The VKM is typically located in the interior of the vehicle, in a centralized location
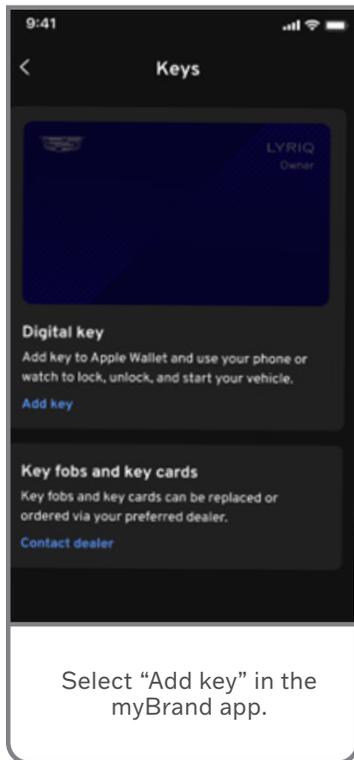
Vehicle Key Module (VKM)

and their compatible mobile phone. With the door closed and the vehicle on, the customer should open the myBrand app. Upon opening the app, a widget displaying "Add Key" will appear. If the widget does not display upon opening the app, look under Keys in the Controls tab on the app. After selecting the widget, the customer must follow the instructions to complete the pairing process.

Upon completion, a key card will appear in the customer's mobile wallet. This digital key card also can be shared with another individual with a compatible device. To share a digital key, the customer should open the myBrand app and select their digital key. Once the desired key to be shared is selected, select the Share button in the top-right corner. The digital key can be shared via email, text message, AirDrop, etc. After selecting the desired share method, the customer will then be asked if they would like to share the activation code along with the digital key. This activation code is necessary for the user receiving a shared key to use that shared key. Once the digital key is shared, the owner will receive a notification that the key has been successfully shared.

Upon receiving a shared key, the user should verify that the digital key is functional by testing it on the vehicle. A shared key may be terminated by the user or revoked by the owner of the vehicle.

DIGITAL KEY IN THE SERVICE ENVIRONMENT

The digital key feature brings new capability and functionality to enabled vehicles. With the addition of the digital key feature, the key card as well as a paired mobile device can be used to gain vehicle entry and start the vehicle. With this in mind, it is important for customers to understand that the key fob should be brought in with the vehicle for all service visits to the dealership.

Customers who bring their vehicle in for diagnosis of the digital key system should bring their key fob, key card, and share a digital key with a trusted dealership representative on a known compatible device.

For more information, refer to Bulletin #25-NA-385.

▶ **Thanks to Colin Day and Robert Roselle**

such as the center console, while VKS devices are placed on the outside and inside of the vehicle.

For more information on how this hardware works, refer to the Digital Key Description and Operation in the appropriate Service Information.

SETTING UP AND SHARING THE DIGITAL KEY

To pair a digital key device to a vehicle, a customer must have an active OnStar account and be the owner of the vehicle that the device is being paired to.

Select "Add key" in the myBrand app.

To begin the setup procedure using the myBrand app, the customer will need to enter the vehicle with one paired key fob

Key Cards Put Vehicle Access in Your Wallet

Key cards are wallet-sized cards that can be used to unlock, lock and start a number of GM vehicles when the key fob is not available. Key cards may be included with 2025-2026 LYRIQ, OPTIQ; 2026 Silverado EV, Tahoe, Suburban, CELESTIQ, ESCALADE IQ, VISTIQ, Enclave, Acadia, Sierra EV and Yukon models. It should be treated as an additional key fob.

The key card uses Near Field Communication (NFC), requiring only a tap or brief hold to the K300 Near Field Communication Backup Module, or card reader, on the exterior of the vehicle to verify the correct key is presented to the vehicle. The key card placement location is on the driver's door handle on Acadia, Enclave, Silverado EV, Sierra EV, Tahoe, Suburban and Yukon. It is on the B-pillar applique on CELESTIQ, ESCALADE IQ, LYRIQ, OPTIQ and VISTIQ. Refer to the back of the key card for a helpful graphic showing the exact location on the vehicle.

USING THE CARD
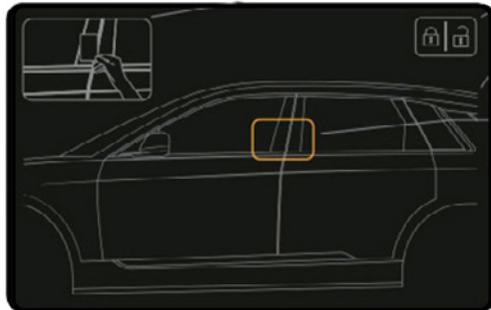
Key cards are wallet-sized cards.

The key card will work only with the vehicle it has been paired with. When a user presents a key card to the card reader, the K183 UHF Short Range Low Energy Remote Control Access Transceiver will begin authenticating the key card via the NFC Backup Module as a pass-through component. If the information sent to the K183 UHF Short Range Low Energy Remote Control Access Transceiver matches the information stored in the K9 Body Control Module, vehicle access and power moding will be allowed.

To unlock the driver's door, briefly hold the key card to the card reader on the exterior of the vehicle with all doors locked.

If at least one door is unlocked, holding the key card to the card reader will lock all doors.
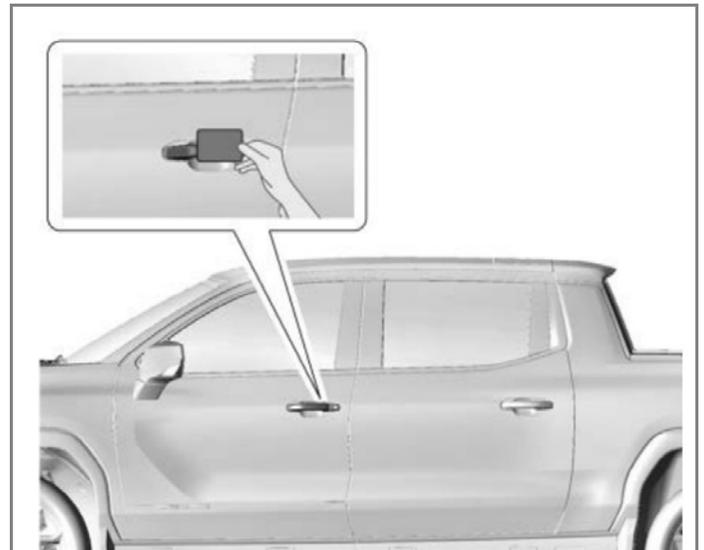
Briefly hold the key card to the card reader on the exterior of the vehicle.

Once the vehicle is unlocked with a key card, the user has 2 minutes to start the vehicle. A timer and prompts to start the vehicle will display on the infotainment screen. If time expires, it will be necessary to hold the key card at the card reader again to restart the timer. If Service Mode is entered during the initial 2 minutes, the vehicle will be ready for Propulsion Mode indefinitely. Pressing the brake pedal will enter Propulsion Mode.

TIP: When unlocking and starting the vehicle using a key card without the key fob present, a No Key Fob Detected message will be displayed on the Driver Information Center. The message is a reminder that a backup method to access and start/power the vehicle is being used and a key fob or digital key device has not been detected. This is normal operation.
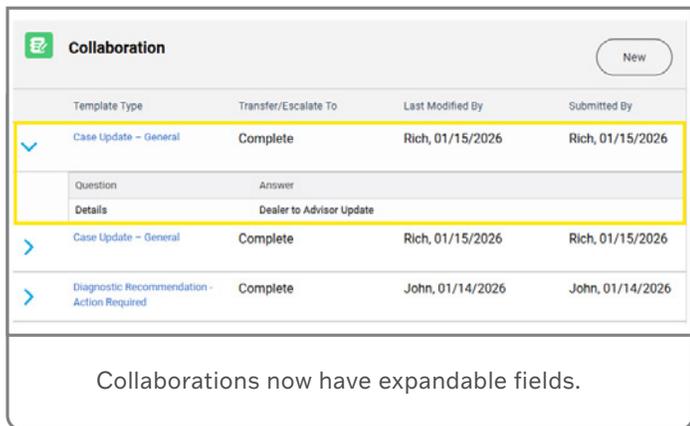
Latest CX Connect Update
DELIVERS STREAMLINED OPERATION AND ENHANCED SEARCH FUNCTIONS

The latest CX Connect release (January 2026) includes multiple enhancements and updates that are designed to increase the functionality of the app and make it easier to use.

Here's a look at some of the updated features.

COLLABORATION UPDATES WITH STREAMLINED VISIBILITY

All dealership and support team collaborations are now consolidated into a single, intuitive view. With expandable fields, quickly access the full history of interactions in one place, eliminating the need to search across multiple screens. This means greater transparency, faster resolutions, and improved teamwork between dealerships and support teams.

Collaborations now have expandable fields.

The first collaboration is automatically expanded, which allows quick access to the latest case information. Each subsequent collaboration can be expanded by clicking on the Arrow next to that collaboration.
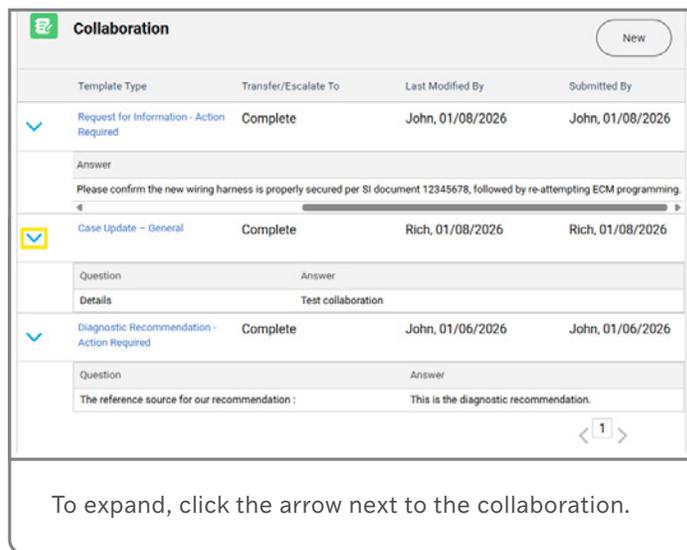
To expand, click the arrow next to the collaboration.


PROGRAMMING ADDITIONAL CARDS

Up to 7 cards can be added to the vehicle and can be purchased from the dealership.

From the Service Programming System (SPS) Supported Controllers screen, select K183 UHF Short Range Low Energy Remove Control Access Transceiver and then select NFC Card Learn > Add. Follow the on-screen instructions. Do not hold the key card to the card reader on the vehicle until prompted by the instructions.

A key card also can be unpaired from a vehicle, such as when replacing the K183 module. To unpair a key card, it must be present. An unpaired card can be used again. Be sure to unpair all existing cards before replacing the K183 module because the cards cannot be used after the module is replaced if they were not unpaired.

Key cards can be terminated as well, which deletes the card from the vehicle. The card does not need to be present. Terminated cards cannot be used again.

▶ **Thanks to Colin Day and Robert Roselle**
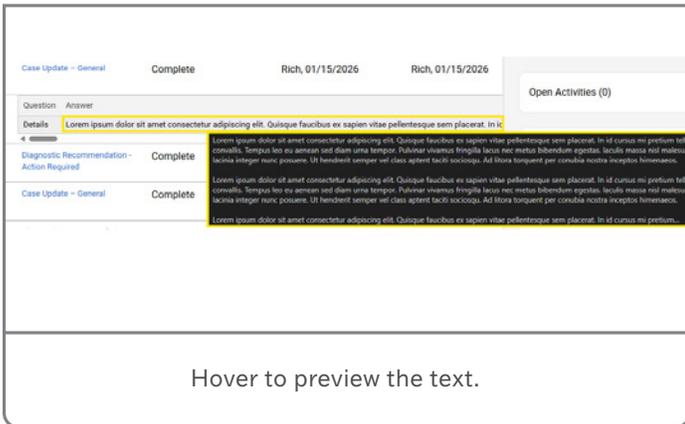
Hover to preview the text.

Users can hover over the text response in the collaboration to preview the text in the collaboration if the text spans beyond the width of the collaboration field.
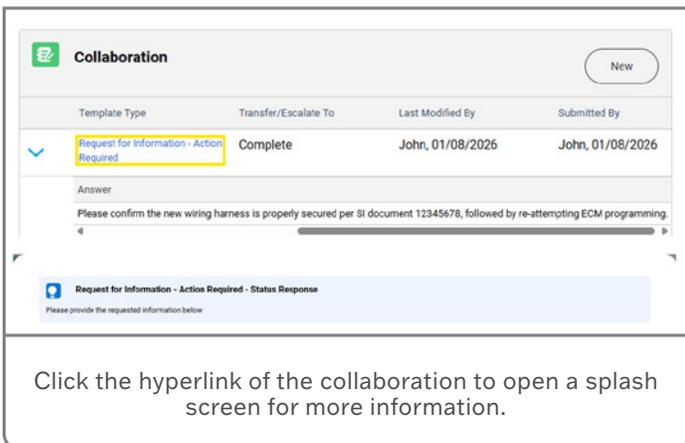

Click the hyperlink of the collaboration to open a splash screen for more information.

Users can also click the hyperlink of the collaboration to open a splash screen with that specific collaboration information.

TIP: Currently, the non-hyperlinked collaboration text features a horizontal text scroll that is an interim solution, and a fast follow custom design is being developed to properly wrap the text in that field.
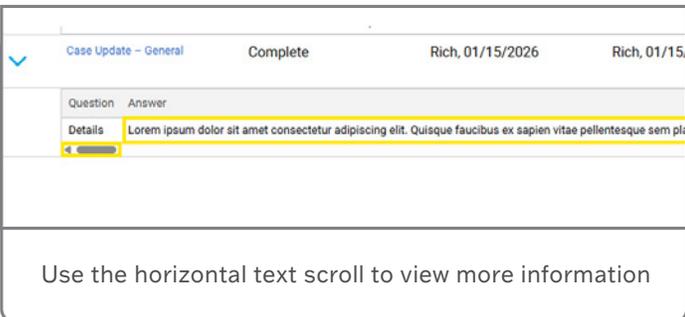
Use the horizontal text scroll to view more information
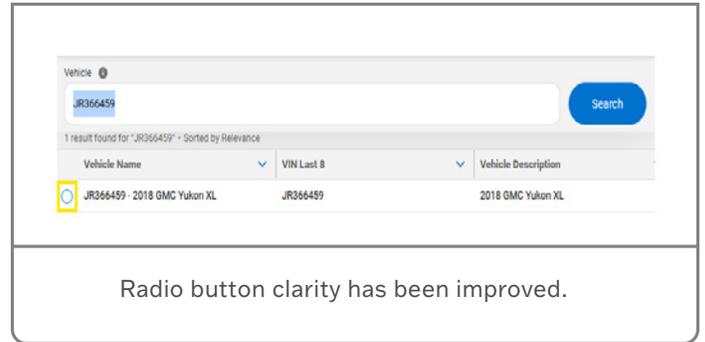
Radio button clarity has been improved.

ADD VEHICLE BUTTON

We've heard your feedback — adding a placeholder VIN when one isn't in the database has been inconvenient and time consuming. To address this, the ability to add the correct VIN directly, eliminating extra steps and reducing errors, has been introduced.

TIP: Please ensure you validate the VIN for accuracy in Investigate Vehicle History (IVH) before submission to maintain data integrity.
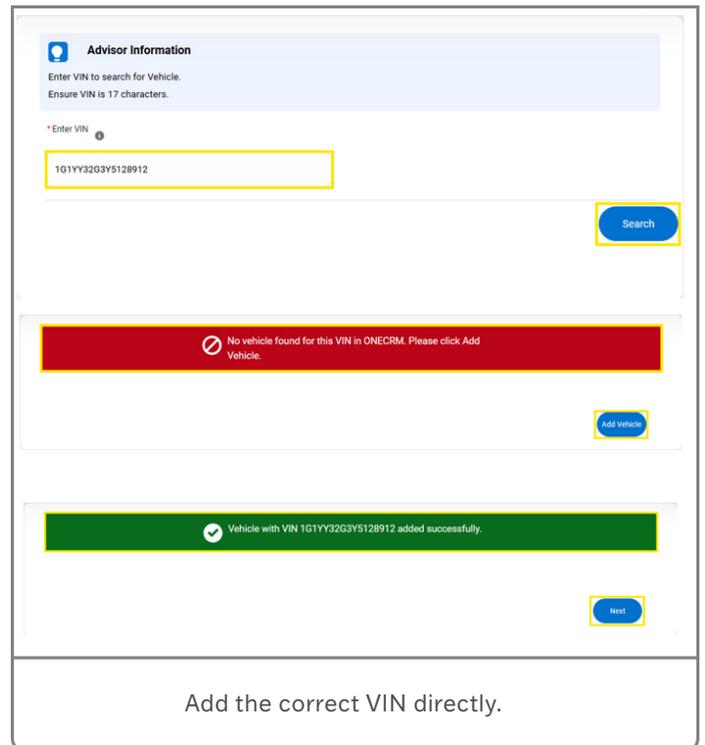
Add the correct VIN directly.

VEHICLE SEARCH TOOLTIP

To make finding the right vehicle easier and faster, an enhanced tooltip next to the Vehicle Search field has been added. Hover over the tooltip to see clear instructions to search using the last 8

digits of the VIN. This simple improvement reduces confusion and ensures the correct vehicle for a case is selected, saving time and preventing errors.

Tooltip showing clear instructions to search using the last 8 digits of the VIN.

CASE ASSESSMENT FIELDS

Techline SPS Assessment has an updated question label: Current/New Part Number is now Current Module Part Number/New Module Part Number.

TAC – Diagnostic Form question update asks about technician certification: Are you High-Voltage certified? (Please be advised if the case is due to a High Voltage system, the technician must be certified for Hybrid/EV vehicles. If not, please contact us once a certified technician is available.)

Old and new text sizes

EASIER NAVIGATION AND VISIBILITY

Based on your feedback, the font sizes have been made larger and radio selection buttons more prominent — ensuring easier navigation and clearer choices. These updates are part of our ongoing commitment to delivering a more intuitive, user-friendly interface that helps you work faster and with confidence.

CASE ASSESSMENT ORGANIZATION

Case Assessments are now grouped by support area.

Case Assessments are now grouped by support area (TAC, TCSC, etc.) for improved navigation.

TCSC IS LISTENING

Your feedback drives continuous improvement. Your input is truly appreciated as we work to make CX Connect more intuitive and efficient. These updates are just the beginning, and we will continue to build on these improvements in future releases to deliver the best possible user experience.

▶ **Thanks to the Techline Connect team**

TCSC Top Issues This Week

The Techline Customer Support Center (TCSC) is available to help dealerships with diagnostic and programming issues related to Techline Connect (TLC) and the Service Programming System (SPS).

TCSC has now released their latest tips to help technicians when using Techline Connect applications. Look for the latest tips on TechLink each week.

To get the most out of Techline Connect, be sure to review the following items before making a call to the TCSC.

The following information covers current issues and trends facing dealerships as of January 14, 2026.

WEEKLY ISSUES

1. Radio Part 2 Programming Failing E-4491/E-4423 on 2025 T1 SUV "K10926" Models with RPO IVE Radi

There is a known issue where Part 2 of radio programming will fail with errors E-4491/E-4423 on 2025 T1 SUVs (Tahoe, Suburban, Yukon, Escalade) K10906 models built with an IVE Radio. Prepare for USB, USB File Transfer, and Part 1 Programming may all pass.

This issue is currently being addressed by GM Engineering with no ETA. For a workaround, contact TCSC as the case can be escalated to Engineering for a temporary fix using a VCI number.

2. Dealership Infrastructure and Security Guidelines (DISG) Have Been Recently Updated

New firewall exceptions have been added to the DISG. Refer to GCUS Article 16967 on Global Connect for more information.

3. E9056/E-9113/E-911 Errors with Park Lock Valve PUN Learn.

GM has identified an issue with certain Park Lock Valve (PLV) parts on Corvette vehicles. The 21-digit PUN on the package/box will differ from the PUN on the physical part itself and cause errors if used.

The 22-digit PUN on the physical part should be used in these cases. It is recommended to notate and/or screenshot the PUN before installation in case further support is needed from TCSC.

4. Radio USB Update Unsuccessful on 2024 LYRIQ

Engineering has released calibrations that have corrected the issue with unsuccessful radio USB updates on 2024 LYRIQ models. Refer to #PIC6635 (Document ID: 7036914) for additional troubleshooting information.

5. Failure to Program Standalone Image Processing Control Module

Changes have been made in SPS to improve the success rate of this programming event. If E-4491 failures during programming are encountered, reattempt programming up to 2 times before reaching out to TCSC for support. If E-4399 failures are encountered, cycle the fuse for the module before reattempting programming.

Refer to #PIT6462 for additional troubleshooting assistance.

6. 2025 T1XX LD Trucks Software Reconfiguration Issue

There is an issue with the BCM software on 2025 T1XX LD Trucks that does not allow TCSC to reconfigure the following accessories or reconfigurations:

• Fast Flash (bulb outage detection) Removal (ZW9

• Remote Start Add

• Speed Governor Changes (adding or removing)

• Police Vehicle Reconfigurations

• High Idle (UF3)

• Engine Timeout Disable (SK4)

Engineering is working to resolve this issue. There currently is no ETA for a fix. Refer to #PIT6443 for more information.

Note: Tire reconfigurations are still supported for these vehicles.

7. 2025 HD Trucks Wireless Keypad Accessory Issue

There is an issue with Wireless Keypad Accessory additions on 2025 HD Trucks where the keypad will fail to learn to the vehicle. The error "Communication Could Not Be Established" and/or "Write Failure" may be seen.

This is a known issue, and Engineering is currently researching a solution. There is no ETA for a fix.

Note: All other T1XX LD/HD keypad issues have been resolved. Before performing the wireless keypad learn, the BCM must be programmed to receive the latest calibrations.

8. Front-View Camera Programming or Camera Learn Issues Specific to 2024 Colorado and Canyon (ZR2)

There is currently a known issue with the Front-View Camera involving ONLY 2024 Colorado/Canyon built with ZR2 and UHY, and without UWI, UKW, or ULV.

The Front-View Camera may fail to program or set loss of communication codes such as DTC U0265. The Camera Learn also may fail in GDS2 with various errors.

A VCI is required to correct this problem. Please reach out to TCSC for this fix.

COMMON ISSUES

1. SPS Info Location

Several requests have been made regarding where SPS Info is currently located. SPS Info is available for calibration lookup and is located on its own tab within the TLC launch page through Global Connect.
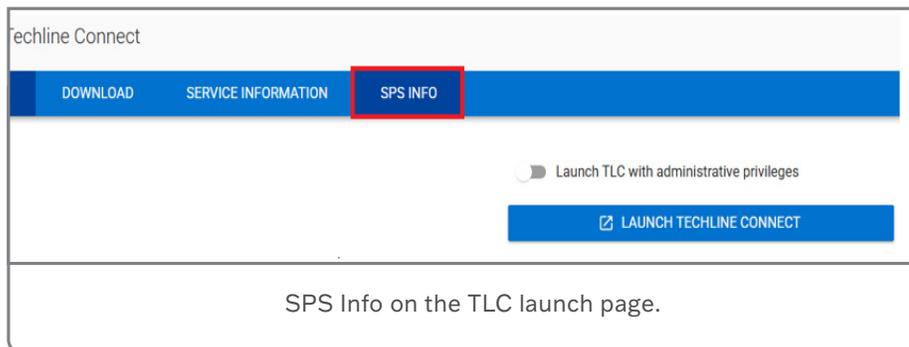
SPS Info on the TLC launch page.

2. 2024+ Silverado 2500HD/3500HD and Sierra 2500HD/3500HD Adding ZW9 (Bed Delete) Support

Engineering has confirmed that there are not any compatible calibrations that support both RPO ZW9 (Bed Delete) and RPO UV2 (HD Surround Vision Camera). RPO ZW9 cannot be added to vehicles with RPO UV2 regardless of trim level.

Note: RPO ZW9 is supported for both long and short bed models and is also supported regardless of 17/18/20/22-inch tire sizes.

3. Bulletin #24-NA-098: SPS Best Practices and Programming Error Troubleshooting

Document ID: 6662319 has been published to assist with common programming errors, descriptions and recommended helpful/general troubleshooting for SPS errors. Please refer to this page if you encounter a programming error within SPS2/TLC.

4. TLC Restricted Access

The following message may be seen when attempting to access Techline Connect:
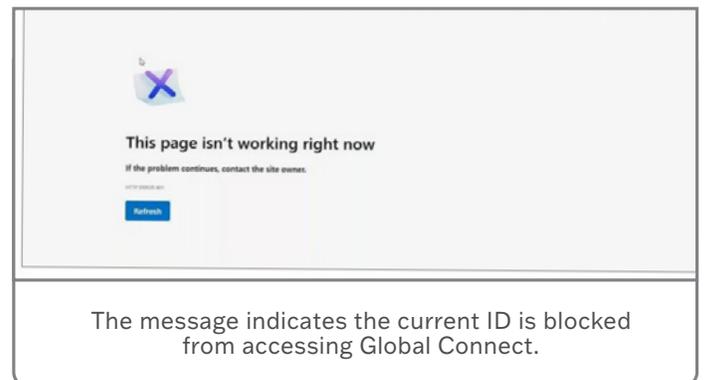
The message indicates the current ID is blocked from accessing Global Connect.

The message indicates that the current ID is blocked from accessing Global Connect. This can be for several reasons but typically is due to a counterfeit MDI device.

To unblock the account, reach out to TCSC via CX Connect with the following information:

- User ID in Global Connect
- Email of User
- First and Last Name of User
- BAC/Dealer Code and Name of Dealership

TCSC will be able to reach out to the Cybersecurity team that will be able to determine the cause of the block and may be able to unblock the account. In the case of a counterfeit MDI, the counterfeit tool must be destroyed, and a legitimate Bosch device must be used to ensure the ID is not blocked again. Repeat offenders may not be unblocked from access.

5. E-9111/E-9113 TCM/MCVM Operation Errors

An E-9111 or E-9113 error may occur when programming the TCM, or after replacing the transmission assembly/valve body, and entering the TUN/PUN under MCVM Operations in SPS2.

The error is caused by a mismatch in data between the vehicle's TUN/PUN and the TUN/PUN uploaded in the GM database. Please ensure the complete TUN/PUN number is entered correctly, and that the TUN/PUN is in capital letters. Double check that the number zero (0) is not a letter "O" and that there are not any typos or extra characters.

If the TUN/PUN is correct, open a DCM case with TCSC and attach a clear picture of the replacement TUN/PUN in the case, as TCSC will require these to work with Engineering and have the issue addressed.

If you are receiving these errors via programming and the TUN/PUN was not replaced, TCSC may still require the TUN number.

6. T1XX Trucks ECM/Radio/IPC Part Missing from SPS2 Part Dropdown

When performing IPC Graphics programming, Radio USB, or ECM programming, you may be prompted in SPS2 to select "Service Hardware." However, this is misleading.

For IPC Graphics programming, use the "Boot Software Part Number 1" found in GDS2 under Identification Information.

Similarly, for the Radio USB Programming, use the "Calibration Part Number 1" (also may be called "Application Part Number 1") found in GDS2 under Identification Information.

Additionally, for the ECM, use the "Calibration Part Number 1" (also may be called "Software Module Part Number 1") found in GDS2 under Identification Information.

7. T1 Full-Size Trucks and SUVs Downsizing of Tires is Not Supported

Please be advised that downsizing tires of any kind is not supported on any T1 series vehicle from 2021 – Current. This includes full-size trucks (Silverado, Sierra) as well as SUVs (Tahoe, Suburban, Yukon, Escalade).

8. 2025+ T1XX Trucks and SUVs with 9C1/5W4 – Auto Protected Idle Requires No Changes from TCSC

These vehicles are pre-built with the correct calibration for Auto Protected Idle and no changes are required from TCSC.

If the build date of the vehicle is before August 2025, the vehicle will require a BCM update through SPS2 to receive the latest calibrations to accommodate the Auto Protected Idle.

Note: Auto Protected Idle does not add Extended Idle. Extended Idle is already enabled on 2025+ vehicles built with 9C1/5W4.

HOW TO CONTACT TCSC

- **U.S. ONLY:** Assistance can be provided by using the CX Connect portal in Global Connect. If additional support is needed once the CX Connect case is created, contact TCSC at 1-800-828-6860. For U.S. only, a case is required for phone support.

- **Canada:** Contact TCSC at 1-800-828-6860 (English) or 1-800-503-3222 (French).

- **All other regions**: Contact your regional Technical Assistance team for Global Techline Support.

▶ **Thanks to the Techline team**

MDI 2 Manager Update Adds Support for New Wireless Dongles

The latest update to the MDI 2 Manager in Techline Connect (version 9.1.2752.177) includes support for new MDI 2 wireless dongles. The new wireless dongles are similar to the previously used dongles, which have reached end of production. The old dongles are still supported for use with the MDI 2.

The new wireless dongles that are available can be identified by their color and size. The new dongle, model DB100549, is white and slightly larger than the old model, DWA-131, which is black and slightly smaller.

TIP: Do not use any adapters or USB hubs with the wireless dongle, it must be plugged directly into a USB A port on the PC.

It is still recommended to use a hard-wired connection for SPS programming. Refer to these advanced MDI 2 configurations that detail the steps for hard wired connections.]

New wireless dongles

DOWNLOADING AND INSTALLATION

The update will download and install automatically upon logging into Techline Connect with the proper administrative rights.

If there are any issues with the installation, close Techline Connect, go to Control Panel > Programs and Features and remove all the following entries for the MDI/MDI 2:

- Bosch VCI Manager Launcher (GM) [Master] – 3.0.1530.16
- Bosch VCI Software (GM) [GM] – 9.1.2752.177
- GM MDI Software – 8.5.33.154

Next, launch Techline Connect to reinstall the update.

When updating from one core version to the next, many firewalls/antivirus programs will recognize it as a new application. Users may need to engage local IT support to ensure TLC is entered as an exception in these programs to allow normal functionality. As a user, you also need full local administrative rights to install the update.

If you have questions related to this communication, contact the Techline Customer Support Center (TCSC) at 1-800-828-6860.

▶ **Thanks to Chris Henley**