



# Recall Bulletin



## F/CMVSS NONCOMPLIANCE RECALL

**SUBJECT:** Driver Shift Control Feature May Disengage

**MODELS:** 2013 Buick LaCrosse  
2013 Cadillac SRX

**This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 13053.**

**All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.**

### CONDITION

General Motors has decided that certain 2013 model year Buick LaCrosse and Cadillac SRX vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 102, for engine braking. The transmission software in these vehicles may cause the transmission to shift from Driver Shift Control (DSC) mode to Sport mode unexpectedly.

These vehicles are equipped with the DSC feature that allows the driver to shift the automatic transmission similar to a manual transmission. If the DSC mode disengages, the transmission will return to automatic mode, and if engine braking was being provided, it will be cancelled and the vehicle will be in Sport mode.

If this condition occurs, DSC mode can be re-engaged by moving the shift lever to Drive and then back to the DSC mode.

### CORRECTION

Dealers are to reprogram the transmission control module.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required

inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### PART INFORMATION

No parts required

### SERVICE PROCEDURE

#### **Transmission Control Module (TCM) Programming Instructions**

Do not attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. When using a MDI for reprogramming, ensure that it is updated with the latest software version. Use **TIS2WEB on or after 3/07/13** to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

For step-by-step programming instructions, please refer to SI and the Techline Information System (TIS) terminal.

1. Verify that there is a battery charge of 12 to 15 volts. The battery must be able to maintain a charge during programming. Only use an approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or equivalent to maintain proper battery voltage during programming.
2. Reprogram the transmission control module (TCM). Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.
  - 2.1 Connect the MDI to the vehicle.
  - 2.2 Select J2534 MDI and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.
  - 2.3 Select *TCM Transmission Control Module -- Programming* from the Supported Controllers screen.
  - 2.4 Follow the on-screen instructions.
3. Clear all diagnostic trouble codes (DTCs).

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time
V2779	Reprogram Transmission Control Module	0.5

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

**This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.**

DEALER RECALL RESPONSIBILITY - All

All unsold new vehicles in dealer's possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



April 2013

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2013 model year Buick LaCrosse and Cadillac SRX vehicles fail to conform to Federal Motor Vehicle Safety Standard 102, for engine braking. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## **I M P O R T A N T**

- Your vehicle is involved in recall 13053.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### **Why is your vehicle being recalled?**

Your vehicle is equipped with the Driver Shift Control (DSC) feature, commonly called Manual Mode, which allows you to shift the automatic transmission similar to a manual transmission. The transmission software in these vehicles may cause the transmission to shift from DSC (manual) mode to Sport mode (automatic shifting) unexpectedly. If you had used the DSC (manual) mode to engage engine braking, engine braking would be cancelled.

DSC mode can be re-engaged by moving the shift lever to Drive and then back to the DSC mode. On a steep incline if engine braking was being used to control vehicle speed, was cancelled and you do not re-engage the feature or apply the brakes to slow down the vehicle, a crash may occur.

### **What will we do?**

Your GM dealer will reprogram the transmission control module. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 30 minutes.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

### **What should you do?**

You should contact your GM dealer to arrange a service appointment as soon as possible.

### **Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Cadillac	1-866-982-2339	1-800-833-2622
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 13V097.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney  
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Customer and Relationship Services

GM Recall #13053