



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Shift Flare, Harsh Reverse to Drive Shift, Delayed 5-3 Downshift  
Expires with Base Warranty

**MODELS:** 2013 Cadillac XTS  
Equipped with 6T70 Automatic Transmission (M7U/M7W)

**This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.**

### PURPOSE

This bulletin provides a service procedure to reprogram the transmission control module (TCM) on **certain** 2013 model year Cadillac XTS vehicles, equipped with a 6T70 automatic transmission (M7U/M7W). These vehicles may have a 2-3 or 4-5 upshift harshness, harsh Reverse to Drive shift, coast-down shift bumps, harsh tap shift, and other hard/harsh shift responses.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians 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.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

No parts are required for this update.

SERVICE PROCEDURE

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) and TIS2WEB 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 11/28/12** 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. Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.
  - 2.1. Connect the MDI to the vehicle. Connect the MDI to programming terminal with a cable (USB or LAN).
  - 2.2. Select J2534 MDI and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.
  - 2.3. Select K71 Transmission Control Module—Programming from the Supported Controllers screen.
  - 2.4. Follow the on-screen instructions.
3. Clear all DTCs.

**Note:** After programming, the vehicle may still experience some minor driveability issues, but the vehicle will learn improved shifting performance over the next several key cycles and driving time. Coach the customer about the transmission's ability to self-correct shifting issues or concerns. The transmission adapts are always functional and operate at transmission oil temperatures above 40°C (104°F).

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time
V2712	Reprogram TCM	0.4

## DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES  
DCS2857  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 28, 2012

Subject: 12244 – Service Update Bulletin  
Shift Flare, Harsh Reverse to Drive Shift, Delayed 5-3 Downshift

Models: 2013 Cadillac XTS Equipped with 6T70 Automatic Transmission  
(M7U/M7W)

To: All Cadillac Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, New Vehicle Sales Manager,  
and Warranty Administrator

General Motors is announcing Service Update Bulletin 12244 today. The total number of U.S. vehicles involved is approximately 15,000. Please see the attached bulletin for details. .

**Global Warranty Management (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated November 29, 2012. A list of involved vehicles is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

**Service Update Bulletin (SUB) Information Link**

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES