

Service Update

16129 Incorrect Heated Seat Calibration



Reference Number: N162065990

Release Date: December 2016
Revision: 00

Attention: 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.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	ATS	2017	2017		
	CTS				

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2017 model year Cadillac CTS and ATS vehicles, equipped with heated seat systems, may have a condition in which the heat output level (Hi/Med/Low) does not match what is illuminated on the display and the customer does not receive the selected heated seat level.
Correction	Reprogram the body control module (BCM).

Parts

No parts are required.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102783	Body Control Module Reprogramming with SPS	0.5	ZFAT	N/A

Service Procedure

Note: Carefully read and follow the instructions below.

- 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. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- 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. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. 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.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

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To program an existing K9 Body Control Module, perform the following procedure:

1. Install *EL-49642* SPS programming support tool.

Note: Make sure the vehicle ignition switch state is in appropriate position for the following step.

- For Key Ignition System, begin with the ignition in the RUN position.
- For Push Button Start System, begin with the vehicle in vehicle ON power mode.

2. Access the Service Programming System (SPS) and follow the on-screen instructions.
3. On the SPS Supported Controllers screen, select K9 Body Control Module - Programming and follow the on-screen instructions.

Note: When performing the Tire Pressure Monitor Sensor Learn during BCM setup, the *EL-46079* tire pressure monitor diagnostic tool must be used to activate each tire pressure sensor for vehicles with UJM.

4. On the SPS Supported Controllers screen, select K9 Body Control Module - Setup (or K9 Body Control Module - Configuration & Setup) and follow the on-screen instructions.
5. Check the driver information center display for additional messages regarding further calibration instructions. If there are no additional driver information center instructions present, programming is complete.
6. At the end of programming, choose the "Clear DTCs" function on the SPS screen.
7. If ABS, Traction Control and/or Stabilitrak indicators are ON and DTC C0161 is set in the K17 Electronic Brake Control Module after performing BCM programming and setup, do the following:
 - 7.1. Disconnect the scan tool from the X84 Data Link Connector.
 - 7.2. Ignition/Vehicle OFF, all access doors closed, all vehicle systems OFF, and all keys at least 3 m (9.8 ft) away from the vehicle. It may take up to 2 min to power down.
 - 7.3. Ignition ON/Vehicle In Service Mode, verify DTC C0161 is in history. If not, repeat the above step to make sure the vehicle is in sleep mode.
 - 7.4. Use the scan tool to clear the DTCs.

Dealer 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.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.



GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4284
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 7, 2016
Subject: 16129 - Service Update
Incorrect Heated Seat Calibration
Models: 2017 Cadillac ATS, CTS
To: All General Motors Dealers

General Motors is releasing Service Update 16129 today. The total number of U.S. vehicles involved is approximately 560. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated December 8, 2016. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS