

Service Update

16068 Trunk May Not Open



Reference Number: N16205651

Release Date: October 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	CT6	2016	2017	TC2	Hands Free Power Liftgate

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	In certain vehicles, the power trunk latch assembly may malfunction resulting in the trunk being un-openable by the customer using any of the power release features (key fob, rear fascia under foot wave, trunk touch pad, or interior power release button).
Correction	Dealers are to reprogram the liftgate control module.

Parts

No parts are required for this update.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102682	Accessory and Liftgate Control Module Reprogramming with SPS	0.4	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.

Note: The trunk must be completely closed and latched, if the trunk is open or ajar during programming, the power trunk system may become inoperative without any DTCs indicated.

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To reprogram an existing control module, perform the following procedure:

1. Install EL-49642 SPS Programming Support Tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions.
3. On the SPS Supported Controllers screen, select Liftgate Control Module - Programming and follow the on-screen instructions.
4. On the SPS Supported Controllers screen, select Liftgate Control Module - Setup and follow the on-screen instructions.
5. At the end of programming, choose the "Clear All DTCs" function on the SPS screen.
6. With a scan tool, perform the Liftgate Relearn Refer to Liftgate Calibration in SI.
7. Perform the Diagnostic Repair Verification in SI after completing the repair.

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
DCS4229
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 28, 2016
Subject: 16068 - Service Update
Trunk May Not Open
Models: 2016-2017 Cadillac CT6
Equipped with Hands Free Power Liftgate (TC2)
To: All General Motors Dealers

General Motors is releasing Service Update 16068 today. The total number of U.S. vehicles involved is approximately 11,021. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated October 28, 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
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