

Customer Satisfaction Program

17479 Super Cruise Feature Enhancements



Reference Number: N172132090

Release Date: May 2018
Revision: 00

Attention: This program is in effect until May 31, 2020.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	CT6	2018	2018	UKL	Hands-Free Lane Following (Super Cruise)

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	<p>A software update package is available for the 2018 Cadillac CT6 with Super Cruise.</p> <p>The enhanced Super Cruise software will improve lane centering and add descriptive instrument cluster messaging that will allow drivers to better understand why Super Cruise is unavailable or why Super Cruise needs to disengage and return control to the driver. We've heard feedback from customers that they would like additional information on the operation of the Super Cruise feature and we've added new descriptive messaging to address this request.</p> <p>As a result of the software updates being provided, system performance will be enhanced in the following ways:</p> <ul style="list-style-type: none"> Easier to Engage Super Cruise. Customers will notice in some situations the Super Cruise symbol now appears more easily when centering their vehicle in the lane allowing them to engage Super Cruise. This includes the ability to more easily reengage Super Cruise after making a lane change. Improved Adaptive Cruise Control. The adaptive cruise control portion of Super Cruise has been enhanced to provide smoother acceleration and braking behavior. Certain 2018 model year Cadillac CT6 vehicles, equipped with Super Cruise, may have a condition in which the vehicle, under certain road conditions may shift left or right while traveling in its lane during Super Cruise operation. Additionally, if the Super Cruise system is not able to be engaged, the cluster messaging only shows "unavailable" without further details on why the system is not available.
Correction	Dealers are to update the Super Cruise software, and provide the customer with an owner manual insert that outlines the new available cluster messaging.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103697	Program HVAC, IPC, ESCM, SRR, and ASCM. Add: time to install software to IPC with USB: RPOs UHS, UDD, and UDV	2.6 0.3	ZFAT	N/A

To avoid warranty transaction rejections, the SPS Warranty Claim Code **for all five modules** must be entered when submitting this transaction. Submit one warranty claim code in the warranty claim code box, and the remaining four in the comments section.

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

- Open TIS on the computer used to program the vehicle
- Select and start SPS
- Select Settings
- Select the Warranty Claim Code tab

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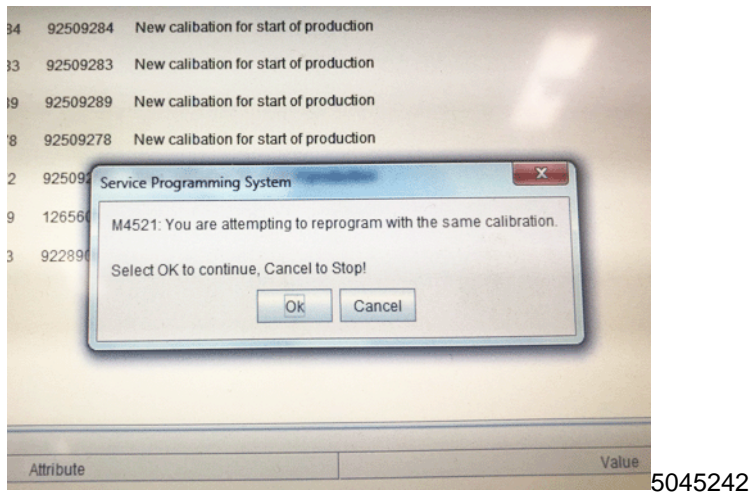


The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Service Procedure

Note: Carefully read and follow the instructions below.

- 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.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



Note: If the Same Calibration/Software Warning is noted on the SPS controller screen, select “OK” and continue programming.

Note: Modules should be programmed in the order listed. Cycle the ignition off and back on between each programming event.

1. Reprogram the following modules. Refer to *Control Module References* in SI for each module for programming instructions.

Reprogramming Order	Module ID	Module Description (Control Module References Screen)
1	K33	HVAC Control Module (HVAC)
2	P16	Instrument Cluster (IPC)
3	K186	Multifunction Energy Storage Capacitor Control Module
4	B233	Radar Sensor Module – Short Range (SRR) - (Left/Right Front and Left/Right/Center Rear)
5	K124	Active Safety Control Module (ASCM)

2. Record SPS Warranty Claim Code from every programming event on job card for warranty transaction submission. SPS warranty claim codes will need to be submitted separately, with one in the warranty claim code section and the remaining four in the comments section. It does not matter which claim code goes where.
3. Print the Owner’s Manual inserts below.
4. Locate the owner’s manual in the accessories bag.
5. Install the owner’s manual inserts to the owner’s manual.

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INSERT TO THE 2018 CADILLAC CT6 OWNER'S MANUAL

This information is in addition to the information under "Super Cruise" found in the Driving and Operating Section of the owner's manual.

Super Cruise Messages

If  does not appear,  can be pressed to display a DIC message as to why the system is unavailable.

Immediately after a disengagement, pressing the  within 10 seconds will display a DIC message with the reason for Super Cruise disengagement.

Super Cruise Message Summary

Unavailable Turn on Adaptive Cruise Control	<p>Adaptive Cruise Control must be on before Super Cruise can be enabled.</p> <ul style="list-style-type: none"> • Set speed is not required before enabling Super Cruise. • Adaptive Cruise Control is not required to be engaged before enabling Super Cruise.
Unavailable Set Forward Collision Setting to Alert and Brake	<p>Super Cruise is disabled unless Alert and Brake is selected.</p> <ol style="list-style-type: none"> 1. Select the Settings menu, then Vehicle, then Collision/ Detection Systems, and then Forward Collision System. 2. Set Forward Collision to Alert and Brake.



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Super Cruise Message Summary (cont'd)

Unavailable No Road Information	<ul style="list-style-type: none"> • There is no map information available for that portion of a controlled access road. Recent road reconstruction may turn off Super Cruise for that section of road until new map information is available. • The vehicle is not on the correct type of road. A controlled access freeway is required for Super Cruise. • There are lanes entering or exiting on both the left and right side of the freeway. • The vehicle is approaching a freeway interchange. The message will appear for 10 seconds or less.
Unavailable Sensors Can't Find Lane Lines	<ul style="list-style-type: none"> • Rain or snow is inhibiting the system's ability to see lane lines. • Direct sunlight is on the front camera at dawn or dusk. • There are missing or poor lane line markings on the road. • There is sun glare on the road surface. • There is heavy rain, puddles, or road spray.

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Super Cruise Message Summary (cont'd)

Unavailable Sensor Can't See Face Clearly	<ul style="list-style-type: none"> • Sun is shining into the Driver Attention System (DAS) camera. • Dawn or dusk sun glare is on the driver's face. • Cups, food, hands, or other objects are obscuring the DAS view of the driver's face. • The steering column is pointed too high or low for the DAS to see the driver. Adjust the steering column or the seat if the message occurs frequently.
Unavailable Looking Away From Road for Too Long	The DAS system detects that the driver is not looking at the road.
Unavailable Center Vehicle In Lane	The Super Cruise system has determined that the vehicle is not centered in the lane lines. Once the vehicle has been centered in the lane lines, the white  will display in the instrument cluster indicating that Super Cruise is available.
Unavailable Driving Too Fast	The vehicle is traveling faster than 137 km/h (85 mph). The maximum Super Cruise speed in curves will vary based on how sharp the curve is. The vehicle will automatically decrease speed if needed.
Unavailable Driving in Exit Lane	The Super Cruise system has detected that the vehicle is in an exit lane.

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Super Cruise Message Summary (cont'd)

Unavailable GPS Signal Lost	<ul style="list-style-type: none"> • There is poor reception in isolated areas. • Reception is being blocked by buildings or other large structures.
Unavailable You Have Taken Vehicle Control	<ul style="list-style-type: none"> • The brake pedal is being pressed. • The Adaptive Cruise Control has been canceled or turned off.
Unavailable Sensor Blocked	Clear snow, ice, dirt, or other contaminants from the front and rear areas of the vehicle.
Unavailable Sharp Curve	Some curves are too sharp to be navigated by the Super Cruise system. Super Cruise will be available after the curve is traveled.
Super Cruise Unavailable	Super Cruise is unavailable for reasons not described in other messages.
Super Cruise Locked Out See Owner's Manual	The driver did not take control of the vehicle when prompted by the Super Cruise system. The Super Cruise system will be disabled until the ignition is turned off and back on.



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SUPPLÉMENT DU GUIDE DU PROPRIÉTAIRE DE LA CADILLAC CT6 2018

Cette information s'ajoute à l'information de la rubrique « Super Cruise », dans la section « Conduite et fonctionnement » du guide du propriétaire.

Messages du Super Cruise

Si  n'apparaît pas, une pression sur  permet d'afficher un message au CIB disant pourquoi le système est indisponible.

Immédiatement après un désengagement, une pression sur , dans les 10 secondes, affiche un message au CIB avec la raison du désengagement du Super Cruise.

Résumé des messages du Super Cruise

Unavailable Turn on Adaptive Cruise Control (indisponible, activer le régulateur de vitesse adaptatif)	<p>Le régulateur de vitesse adaptatif doit être en fonction avant que le Super Cruise ne puisse être activé.</p> <ul style="list-style-type: none"> Le réglage de la vitesse n'est pas nécessaire avant d'activer le Super Cruise. Le régulateur de vitesse adaptatif ne doit pas être engagé avant d'activer le Super Cruise.
Unavailable Set Forward Collision Setting to Alert and Brake (indisponible, mettre le réglage de collision avant sur Alerte et freinage)	<p>Le Super Cruise est désactivé, sauf si « Alerte et freinage » est sélectionné.</p> <ol style="list-style-type: none"> Sélectionner le menu des paramètres, puis Véhicule, puis Collision/Systèmes de détection, puis Système anti-collision avant. Régler le système anti-collision avant sur Alerte et freinage.



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
Résumé des messages du Super Cruise (suite)

Unavailable No Road Information (indisponible, pas d'information routière)	<ul style="list-style-type: none"> Aucune information cartographique n'est disponible pour cette portion de route à accès contrôlé. De récents travaux de reconstruction de la route peuvent désactiver le Super Cruise sur cette section jusqu'à ce que de nouvelles informations cartographiques soient disponibles. Le véhicule ne se trouve pas sur le type de route adéquat. Une autoroute à accès contrôlé est nécessaire pour le Super Cruise. Des bandes de circulation entrent ou sortent des deux côtés, gauche et droit, de l'autoroute. Le véhicule approche d'un échangeur autoroutier. Le message apparaît pendant 10 secondes ou moins.
Unavailable Sensors Can't Find Lane Lines (indisponible, les capteurs ne trouvent pas les lignes de la bande de circulation)	<ul style="list-style-type: none"> De la pluie ou de la neige empêche le système de voir les lignes de la bande de circulation. La caméra avant reçoit la lumière directe du soleil, à l'aube ou au crépuscule. Les marquages de bande de circulation sont manquants ou détériorés sur la route. Le revêtement routier donne des reflets éblouissants du soleil. Une forte pluie, des flaques ou des éclaboussures de la route sont présentes.

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Résumé des messages du Super Cruise (suite)

<p>Unavailable Sensor Can't See Face Clearly (indisponible, le capteur ne peut pas voir clairement le visage)</p>	<ul style="list-style-type: none"> • Le soleil brille dans la caméra du système d'attention du conducteur (DAS). • Le soleil brille sur le visage du conducteur à l'aube au crépuscule. • Des tasses, de la nourriture, des mains ou d'autres objets obscurcissent la vision DAS du visage du conducteur. • La colonne de direction est orientée trop haut ou trop bas pour que le DAS puisse voir le conducteur. Régler la colonne de direction ou le siège si le message se présente fréquemment.
<p>Unavailable Looking Away From Road for Too Long (indisponible, le regard s'éloigne trop longtemps de la route)</p>	<p>Le système détecte que le conducteur ne regarde pas la route.</p>
<p>Unavailable Center Vehicle In Lane (indisponible, centrer le véhicule dans la bande de circulation)</p>	<p>Le système Super Cruise a déterminé que le véhicule n'est pas centré entre les lignes de la bande. Une fois que le véhicule a été centré entre les lignes de la bande, le témoin  blanc s'affiche dans le groupe d'instruments, indiquant que le Super Cruise est disponible.</p>
<p>Unavailable Driving Too Fast (indisponible, conduite trop rapide)</p>	<p>Le véhicule se déplace à plus de 137 km/h (85 mph). La vitesse maximale du Super Cruise en virage varie, selon que le virage est plus ou moins serré. Si nécessaire, le véhicule diminue automatiquement la vitesse.</p>
<p>Unavailable Driving in Exit Lane (indisponible, conduite dans une voie de sortie)</p>	<p>Le système Super Cruise a détecté que le véhicule se trouve sur une voie de sortie.</p>

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Résumé des messages du Super Cruise (suite)

Unavailable GPS Signal Lost (indisponible, signal GPS perdu)	<ul style="list-style-type: none">• La réception est médiocre dans des zones isolées.• La réception est bloquée par des bâtiments ou d'autres structures de grande taille.
Unavailable You Have Taken Vehicle Control (indisponible, vous avez pris le contrôle du véhicule)	<ul style="list-style-type: none">• La pédale de frein est enfoncée.• Le régulateur de vitesse adaptatif a été annulé ou désactivé.
Unavailable Sensor Blocked (indisponible, capteur obstrué)	Éliminer la neige, la glace, la saleté ou les autres contaminants, à l'avant et à l'arrière du véhicule.
Unavailable Sharp Curve (indisponible, virage serré)	Certains virages sont trop serrés pour que le système Super Cruise puisse y naviguer. Le Super Cruise sera disponible après être passé par le virage.
Super Cruise Unavailable (Super Cruise indisponible)	Le Super Cruise est indisponible pour des raisons qui ne sont pas décrites dans les autres messages.
Super Cruise Locked Out See Owner's Manual (Super Cruise bloqué, voir le guide du propriétaire)	Le conducteur n'a pas pris le contrôle du véhicule quand il y a été invité par le système Super Cruise. Le système Super Cruise va rester désactivé jusqu'à ce que le contact soit coupé puis rétabli.

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Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through May 31, 2020. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. Program 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 program enters your vehicle inventory, or is in your facility for service through May 31, 2020, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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 program 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 program.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

Customer Satisfaction Program

17479 Super Cruise Feature Enhancements



May 2018

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We're pleased to let you know that we've developed a software update package for your 2018 Cadillac CT6 with Super Cruise.

The enhanced Super Cruise software will improve lane centering and add descriptive instrument cluster messaging that will allow drivers to better understand why Super Cruise is unavailable or why Super Cruise needs to disengage and return control to the driver. We've heard feedback from customers that they would like additional information on the operation of the Super Cruise feature and we've added new descriptive messaging to address this request.

As a result of the software updates being provided, system performance will be enhanced in the following ways:

- **Easier to Engage Super Cruise.** Customers will notice in some situations the Super Cruise symbol now appears more easily when centering their vehicle in the lane allowing them to engage Super Cruise. This includes the ability to more easily reengage Super Cruise after making a lane change.
- **Improved Adaptive Cruise Control.** The adaptive cruise control portion of Super Cruise has been enhanced to provide smoother acceleration and braking behavior.

What We Will Do: Your GM dealer will update the software in the vehicle's modules and provide you with an owner manual insert that outlines the new available cluster messaging. This service will be performed for you at **no charge until May 31, 2020**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this software update.

If you have any 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)
Cadillac	1-800-458-8006	1-800-833-2622
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We appreciate you taking the time to update your vehicle as we know your time is valuable. We know you will find this update further enhances the experience with Super Cruise. Thank you for being a Cadillac customer and for being part of our exciting future.

Terry M. Inch
Executive Director
Global Connected Customer Experience

GM Program 17479

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4755
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 17, 2018

Subject: 17479 - Customer Satisfaction Program
Super Cruise Feature Enhancements

Models: 2018 Cadillac CT6 Equipped with Hands-Free Lane Following (UKL)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17479 today. The total number of U.S. vehicles involved is approximately 1,236. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on May 31, 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated May 18, 2018. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS