Service Update
18095 ECM OBD Memory Cleared After Programming of Other Modules

GM

Reference Number:	N172144670	**Release Date:**	June 2018
		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.

		Model Year			
Make	**Model**	**From**	**To**	**RPO**	**Description**
Cadillac	CTS A	2017	2018		
Cadillac	ATS	2018	2018		
GMC	Terrain	2018	2018		

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 – 2018 model year Cadillac CTS A, 2018 model year Cadillac ATS, and 2018 model year GMC Terrain vehicles have a condition where a portion of the engine control module (ECM) memory is erased following the programming of other modules in the vehicle. The ECM memory is used to store On Board Diagnostic (OBD) data, such as certain emission diagnostic OBD data, that is to be retained after vehicle key-off and ECM shutdown.
Correction	Reprogram ECM with updated calibration.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	**Description**	**Labor Time**	**Trans. Type**	**Net Item**
9103848*	Engine Control Module Reprograming with SPS (Includes Setup)	0.3	ZFAT	N/A
	ADD: Relearn OAT Sensor if required	0.2		
9103903**	Module Programming Not Required	0.2	ZFAT	N/A

* To avoid warranty transaction rejections, the SPS Warranty Claim Code(s) must be entered when submitting this transaction.

** SPS Warranty Claim Code is NOT required when submitting this transaction.

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.

- If the Same Calibration/Software Warning is noted on the SPS Controller screen, do NOT attempt to program the module. No further action is required. Refer to the Warranty section of the bulletin and use labor operation code 9103903, Module Programming Not Required.

1. Reprogram the ECM. Refer to *K20 Engine Control Module: Programming and Setup* in SI.

2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

Service Update

18095 ECM OBD Memory Cleared After Programming of Other Modules

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 <u>must</u> be held and inspected/repaired per the service procedure of this bulletin <u>before</u> 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.

**We Support
Voluntary Technician
Certification**

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4774
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 08, 2018

Subject: 18095 Service Update
           ECM OBD Memory Cleared After Programming of Other Modules

Models: 2017-2018 Cadillac CTS A
           2018 Cadillac ATS
           2018 GMC Terrain

To: All General Motors Dealers

General Motors is releasing Service Update 18095 today. The total number of
U.S. vehicles involved is approximately 46,522. Please see the attached
bulletin for details.

Global Warranty Management (GWM)
The Investigate Vehicle History (IVH) screen in the GWM system will be updated June
09, 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