

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4818  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 9, 2018

Subject: 18237 Emission Recall  
TCM Software Potential Emissions Noncompliance

Models: 2017-2018 Cadillac XT5 Equipped with 8 Speed Transmission (MRC)

To: All General Motors Dealers

General Motors is releasing Emission Recall 18237 today. The total number of U.S. vehicles involved is approximately 1657. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on August 24, 2018.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated August 10, 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

# Product Emission Recall

## 18237 TCM Software Potential Emissions Noncompliance



Reference Number: N182163380

Release Date: August 2018  
Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	XT5	2017	2018	MRC	8 Speed Transmission

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.

<b>Condition</b>	General Motors has decided to conduct a voluntary emissions recall involving certain 2017-2018 model year Cadillac XT5 vehicles equipped with an 8-speed transmission (RPO MRC) that were service programmed with incorrect transmission control module, (TCM) software. Vehicles programmed with this software may, under certain downhill driving conditions, remain stuck in gear or shift up later than expected, after RPMs (Revolutions Per Minute) are already high. This condition can only be cleared by an ignition key cycle (turning the vehicle off and then back on again) or by shifting the vehicle into and out of Neutral.
<b>Correction</b>	Dealers are to reprogram the TCM.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103850*	Transmission Control Module Reprogramming with SPS	0.7	ZFAT	N/A

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

### 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

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.

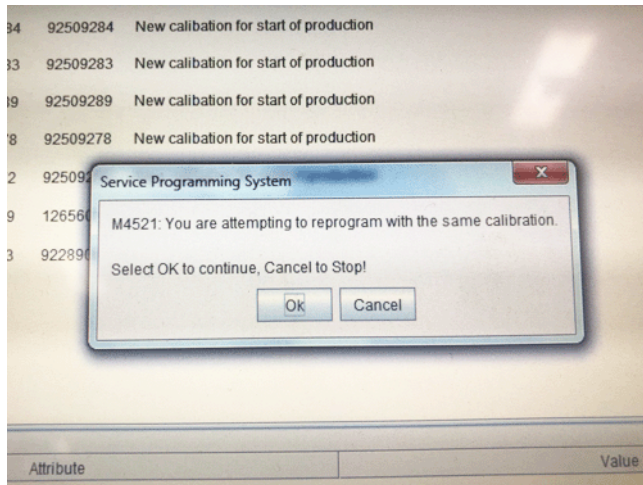
### Service Procedure

**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.

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

1. Reprogram transmission control module. Refer to *K71 Transmission Control Module: Programming and Setup* in SI.
2. Record SPS Warranty Claim Code on job card for warranty transaction submission.
3. CALIFORNIA VEHICLES ONLY: Complete a “Proof of Correction” certificate and provide to the vehicle owner upon recall completion.

### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

**\*\*\*THE FOLLOWING 2 PARAGRAPHS ARE NOT FOR CANADA OR EXPORT\*\*\***

When a California emissions recall is completed by a GM dealer, the dealer must provide the vehicle owner a “Proof of Correction Certificate” which the owner may need to present to the California Department Of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration.

Additional Certificates can be obtained, at no charge, from the 1Store application in GlobalConnect. Request GM Item Number 1825 when ordering.

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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 recall 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 recall.

### 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 recall on their vehicle (see copy of customer letter included with this bulletin).

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance. The vehicle may fail a state or local emission inspection test if the recall work is not completed.

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.

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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**

# Product Emission Recall

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August 2018

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

**Reason For This Recall:** Your vehicle may have been programmed during servicing with incorrect transmission control module (TCM) software. Vehicles programmed with this software may, under certain downhill driving conditions, remain stuck in gear or shift up later than expected, after RPMs (Revolutions Per Minute) are already high. This condition can only be cleared by an ignition key cycle (turning the vehicle off and then back on again) or by shifting the vehicle into and out of Neutral.

**What Will Be Done:** Your GM dealer will reprogram your transmission control module (TCM). This service will be performed for you at **no charge**. Eligibility for the TCM reprogramming will not be denied solely due to your vehicle having non-GM parts or repairs performed by outlets other than GM franchised dealers.

**How Long Will The Repair Take?** Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 45 minutes.

**What You Should Do:** Please contact your GM dealer as soon as possible to arrange a service date and to assure parts availability. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

**Emission Warranty Information:** In order to assure your full protection under the emission warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined as lack of proper maintenance of your vehicle. Failure to reprogram the TCM may cause your vehicle to fail a state or local emission inspection or I/M smog check test.

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### IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

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We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Maryann L. Combs  
Vice President  
Global Vehicle Safety

GM Recall: 18237