

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4919  
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 4, 2018

Subject: 18165 - Customer Satisfaction Program  
Super Cruise Control Software Improvement

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

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 18165 today. The total number of U.S. vehicles involved is approximately 1603. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on December 17, 2018.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated December 4, 2018. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

## 18165 Super Cruise Control Software Improvement



Reference Number: N172144300, N182153440,  
N182186210

Release Date: December 2018

Revision: 00

**Attention: This program is in effect until December 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.

|                   |  |
|-------------------|--|
| <b>Condition</b>  | All 2018 model year Cadillac CT6 vehicles equipped with Hands-Free Lane Following (UKL) require control software improvement to optimize the performance of the Super Cruise system. |
| <b>Correction</b> | Reprogram the long-range radar and active safety control modules.  |

### Parts

No parts are required for this repair.

### Warranty Information

| Labor Operation | Description   | Labor Time | Trans. Type | Net Item |
|-----------------|---|------------|-------------|----------|
| 9104157*        | Active Safety Control Module Programming                                  | 0.3        | ZFAT        | N/A      |
|                 | Add: Long Range Radar Reprogramming                                       | 0.3        |             |          |
|                 | Add: Long Range Radar Reprogramming Not Required (Same Calibration Block) | 0.2        |             |          |

\* To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered when submitting this transaction. Note that if multiple modules are reprogrammed, all claim codes must be entered with a comma separating each code.

### 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. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer <https://www.gmdesolutions.com/> for further information. 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.

**Caution:** 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 9104157, Module Programming Not Required.

- Reprogram the Long Range Radar Module (LRR) and Active Safety Control Module (ASCM). Refer to
  - K124 Active Safety Control Module: Programming and Setup (for K124A and K124B (With UKL))
  - B233B Radar Sensor Module – Long Range: Programming and Setup in SI.
- Record both SPS Warranty Claim Codes on job card for warranty transaction submission.

# Customer Satisfaction Program

## 18165 Super Cruise Control Software Improvement



### 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/repaired 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 December 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 December 31, 2020, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### 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).

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

## 18165 Super Cruise Control Software Improvement



December 2018

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

Dear General Motors Customer:

We have learned that your 2018 model year Cadillac CT6 requires control software improvements to optimize the performance of the Super Cruise system.

**What We Will Do:** Your GM dealer will reprogram the long-range radar and active safety control modules. This service will be performed for you at **no charge until December 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 repair.

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 sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Cadillac CT6 provides you many miles of enjoyable driving.

Neelie O'Connor  
Executive Director  
North America Contact Center Operations

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