

# Service Update

## 18348 Shifter Stuck in Park with DTC P189D



Reference Number: N182193580

Release Date: November 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.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	XT4	2019	2019		

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>	Some 2019 model year Cadillac XT4 vehicles may set DTC P189D and display SERVICE SHIFTER SEE OWNER'S MANUAL on the Driver Information Center (DIC). When this message is displayed, the vehicle will go into N (Neutral) once the vehicle's speed is below 6 mph (10 km/h), and then into P (Park) once the vehicles speed goes below 3 mph (5 km/h). The customer will be able shift and drive the vehicle per instructions in the vehicle Owner's Manual.
<b>Correction</b>	Dealers are to reprogram the engine control module (ECM) with an updated software and calibration.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103994*	Cycle Park Button and Perform ECM Reprogramming with SPS	0.4	ZFAT	N/A
9104188**	Module Programming Not Required	0.2	ZFAT	N/A

\* 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.

\*\* 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 a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://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 9104188, Module Programming Not Required.

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**Note:** During the cycling of the park button, there is the potential to induce faults when the button is cycled quickly that will generate other DTCs resulting in the “Service Shifter” warning. The technician should still complete the cycling and updating the ECM. DTCs will pass after the park button is pressed in a normal, non-repeated manner.

1. Cycle the park button on the transmission electronic control 100 times, use the following pattern. Depress the button for one second and release for two seconds, repeat the one second depressed, two second released for one hundred cycles.
2. Reprogram the engine control module (ECM). Refer to *K20 Engine Control Module: Programming and Setup* in SI.
3. Record SPS Warranty Claim Code on job card for warranty transaction submission.

#### 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.

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.



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GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4900  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 8, 2018  
Subject: 18348 - Service Update  
Shifter Stuck in Park with DTC P189D  
Models: 2019 Cadillac XT4  
To: All General Motors Dealers

General Motors is releasing Service Update 18348 today. The total number of U.S. vehicles involved is approximately 1,611. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 9, 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