

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5000  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 21, 2019

Subject: N192212140 - Service Update  
No Crank Due to Discharged Battery

Models: 2019 Cadillac XT4

To: All General Motors Dealers

General Motors is releasing Service Update N192212240 today. The total number of U.S. vehicles involved is approximately 25,068. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 21, 2019. 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

# Service Update

## N192212140 No Crank Due to Discharged Battery



**Release Date:** March 2019

**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>	<p>Certain 2019 model year Cadillac XT4 vehicles may discharge their battery after a remote start event and then one of the following happens:</p> <ul style="list-style-type: none"> <li>• Remote shutdown, or</li> <li>• time out of remote start, or</li> <li>• entering the vehicle and pushing the ignition button to enter ACC or Run then pushing ignition button to turn vehicle off without ever having shifted from park.</li> </ul> <p>Additionally, due to a separate issue, certain Air Temperature Sensor diagnostic trouble codes (DTC's) could present themselves and indicate a condition in the ECM which can lead to a discharge of the battery as well.</p>
<b>Correction</b>	Dealers will reprogram the engine control module (ECM).

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104168*	Engine Control Module Reprogramming with SPS	0.3	ZFAT	N/A
9104358*	Verified Module Software or Calibration Level: Module Programmed with Same Level Software or Calibration	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.

### 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. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to

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[www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12V 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.

Controller	Id	Current #	Selected #	Description
K40D	1	13526434	13526434	Operating system
K40D	2	84523953	84523953	Driver Seat Module

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**Note:** If the Same Calibration/Software Warning is noted on the SPS Summary screen, record the warranty claim code (WCC) and select OK and follow screen instructions. The WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

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

**Action Complete**  
 Seat Memory Control Module - Driver - Programming (K40D)  
 2018-10-05 12:03:02 EDT

**Warranty Claim Code: A86690001**  
 Record this code on the warranty repair order (if applicable).

**Important Notes/Remarks:**  
 The Warranty Claim code is a required to confirm programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim.  
 Warranty claim codes for global VINs serviced may be retrieved through "Settings" at SPS start page.  
 Follow the Controller Specific Instructions below.  
 If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

**Mandatory Controller Specific Instructions (to be respected):**  
 M5741: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use. Move your interface to any additional Auxiliary Data Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data Link Connector.

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2. 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/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.

## Service Update

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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.

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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.



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Certification**