

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5058
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 31, 2019

Subject: N182202760 - Customer Satisfaction Program
Loss of Brake Assist

Models: 2019 Cadillac XT4

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N182202760 today. The total number of U.S. vehicles involved is approximately 32,621. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in June 2019.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 31, 2019. 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

N182202760 Loss of Brake Assist



Release Date: May 2019

Revision: 00

Attention: This program is in effect until June 30, 2021.

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.

Condition	Certain 2019 model year Cadillac XT4 vehicles under certain conditions when traveling at low speed from a stop, the power brake assist system may not activate. The brakes will continue to function, but additional brake-pedal pressure may need to be applied to brake the vehicle. In addition, the Service Brake Assist, Electronic Stability Control, Traction Control, and ABS lights will turn on and other audible and text warning messages about those features will be communicated.
Correction	Dealers will reprogram the Brake System Control Module (BSCM).

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104388	Brake System Control Module (BSCM) Reprogramming with SPS	0.3	ZFAT	*
9104389	Verified Module Software or Calibration Level: Module Programmed with Same Level Software or Calibration	0.2		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.

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 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.

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Summary

Seat Memory Control Module - Driver

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

Service Programming System

i M6991: You are attempting to reprogram with the same calibration.
This is not allowed for the selected ECU. Please record Warranty Claim Code: A86690002

OK

5164840

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. After a successful programming event, 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.

Select Controller

- K124 Active Safety Control Module
- T3 Audio Amplifier
- K9 Body Control Module
- K160 Brake System Control Module**
- K179 Digital Map Control Module
- K180 Driver Monitoring System Control Module
- K17 Electronic Brake Control Module
- K29 Engine Control Module
- B174/W FrontView Camera - Windshield
- K26 Headlamp Control Module
- K33 HVAC Control Module
- Z1 Immobilizer Learn
- K38 Inflatable Restraint Sensing and Diagnostic Module
- P16 Instrument Cluster
- K94 Keyless Entry Control Module
- K39 Liftgate Control Module
- A33 Media Disc Player
- K186 Multifunction Energy Storage Capacitor Control Module
- K172 Night Vision Camera Control Module
- K182 Parking Assist Control Module
- K43 Power Steering Control Module
- SEQ Programming Sequence Seat Belt Retractor Motor Module
- D233D Radar Sensor Module - Long Range

Select Function / Sequence

- Prepare Control Module for Removal
- Programming**
- Setup

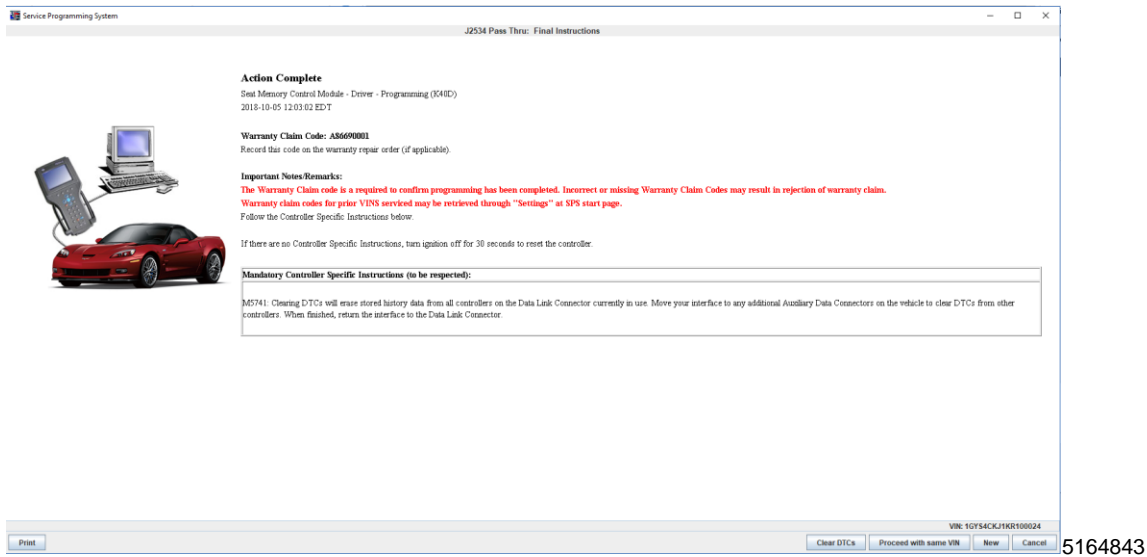
Select Programming Type

- Normal**
- VCI

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1. Reprogram the K160 Brake System Control Module. Refer to *K160 Brake System Control Module Programming and Setup* in SI.

Customer Satisfaction Program N182202760 Loss of Brake Assist



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

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 June 30, 2021. 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 June 30, 2021, 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.

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Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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.

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

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June 2019

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2019 model year Cadillac XT4 vehicle under certain conditions when traveling at low speed from a stop, the power brake assist system may not activate. The brakes will continue to function, but additional brake-pedal pressure may need to be applied to brake the vehicle. In addition, the Service Brake Assist, Electronic Stability Control, Traction Control, and ABS lights will turn on and other audible and text warning messages about those features will be communicated.

Your satisfaction with your Cadillac XT4 is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will reprogram the brake system control module. This service will be performed for you at **no charge until June 30, 2021**. 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	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to update your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Cadillac XT4 provides you many miles of enjoyable driving.

Neelie O'Connor
Executive Director
North America Contact Center Operations

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