



# Service Bulletin

Bulletin No.: 19-NA-191

Date: September, 2019

## TECHNICAL

**Subject: Replace Brake Pad or Service Brake Pad Life System Message Displayed at Very Low Mileage**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT6	2019	2019			2.0L (LSY)	All

<b>Involved Region or Country</b>	North America, Israel, Japan, Middle East, Russia, South Korea
<b>Condition</b>	Some customers may comment on a Replace Brake Pad or Service Brake Pad Life System message displayed at very low mileage.
<b>Cause</b>	The cause of the condition may be a calibration in the brake pad life monitoring system that reduces the calculated pad life too quickly.
<b>Correction</b>	Verify the condition above and check the mileage of the vehicle then follow the Service Procedure below.

### Service Procedure

- Verify the vehicle mileage.
  - If the vehicle has less than 10,000 km (6,250 mi), then proceed to step 2.
  - If the vehicle has more than 10,000 km (6,250 mi), replace the front brake pads then proceed to step 2. Refer to *Front Disc Brake Pads Replacement (J55, J6H)* in SI.

**Note:** 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](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.

- Reprogram the Brake System Control Module (BSCM) with the latest calibrations and reset the brake life monitor system.
  - When reprogramming the BSCM, refer to *K160 Brake System Control Module Programming and Setup* in SI.
  - To reset the brake life monitor system, refer to *Brake Pad Life Monitoring Reset* in SI.

### Parts Information

If front brake pad replacement is necessary, use the vehicle identification number (VIN), and the GM Electronic Parts Catalog (EPC) to determine the proper part to order.

### Warranty Information

Repairs made for the specific concern within this bulletin may be covered under the New Vehicle Limited Warranty Bumper-to-Bumper terms (Canada Base Warranty).

Refer to the vehicle's Limited Warranty and Owner Assistance Information booklet for coverage details.

Labor Operation	Description	Labor Time
2886508*	Reprogram Electronic Brake Control Module with SPS	0.3 hr
Add	Replace Front Brake Pads if required	0.8 hr

\*This is a unique Labor Operation for Bulletin use only.

\*To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

**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:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. 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.

<b>Version</b>	2
<b>Modified</b>	Released August 30, 2019 September 16, 2019 – Removed the Silverado and Sierra Models, removed China and Thailand from Involved Region or Country and updated the Correction, Service Procedure, Parts Information and Warranty Information sections.

