

# Service Update

## N192266190 Engine Control Software Issue



**Release Date:** October 2019

**Revision:** 02

**Revision Description:** This bulletin has been revised to update the service procedure for the XT5 vehicles involved in this recall. Please discard all previous copies of bulletin N192266190.

**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		
Buick	LaCrosse	2018	2018		
	Enclave				
Cadillac	XT5				
Chevrolet	Traverse				

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>	Certain 2018 model year Buick LaCrosse, Enclave, Cadillac XT5 and Chevrolet Traverse vehicles may have an engine control software issue that can occur during an automatic stop/start event. Immediately following an auto-start and while the vehicle is stopped, this condition can cause the engine to run rough, run at reduced power, or, in rare cases, stall. DTC's P0011, P0021, P0014, and P0024 may set.
<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
9104488*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9104489*	Engine Control Module Reprogramming with SPS	0.3		
	Add: Drive time to relearn OAT Sensor (LaCrosse only)	0.2		

\* 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.

# Service Update

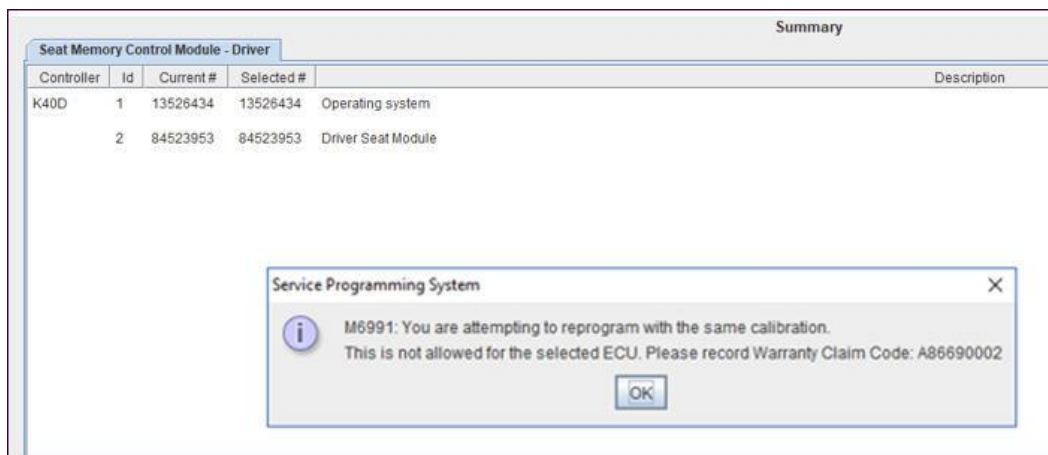
## N192266190 Engine Control Software Issue



### Service Procedure

**Note:** Carefully read and follow the instructions below.

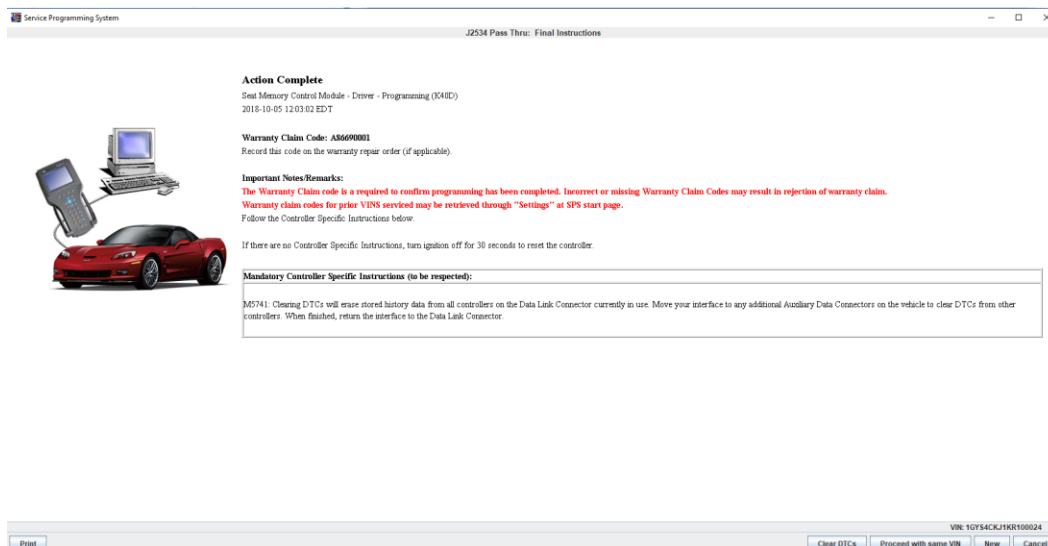
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, 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](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.



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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. 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.

1. Reprogram the Engine Control Module. Refer to *K20 Engine Control Module: Programming and Setup* in SI.
  - **Please note, ECM and TCM programming are sequenced on the XT5, however no new TCM calibration has been released for that vehicle since launch, so programming will skip the TCM.**



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- 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.

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.



GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5166  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 2, 2019

Subject: N192266190-02 – Service Update  
Engine Control Software Issue  
Revised Service Procedure for XT5

Models: 2018 Buick Lacrosse, Enclave  
2018 Cadillac XT5  
2018 Chevrolet Traverse

To: All General Motors Dealers

This bulletin has been revised to update the service procedure for the XT5 vehicles involved in this recall. Please discard all previous copies of bulletin N192266190.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS