



Service Bulletin

Bulletin No.: 19-NA-252

Date: November, 2019

TECHNICAL

Subject: Dead Battery After Vehicle Has Been Parked Overnight

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT6	2018	2018				

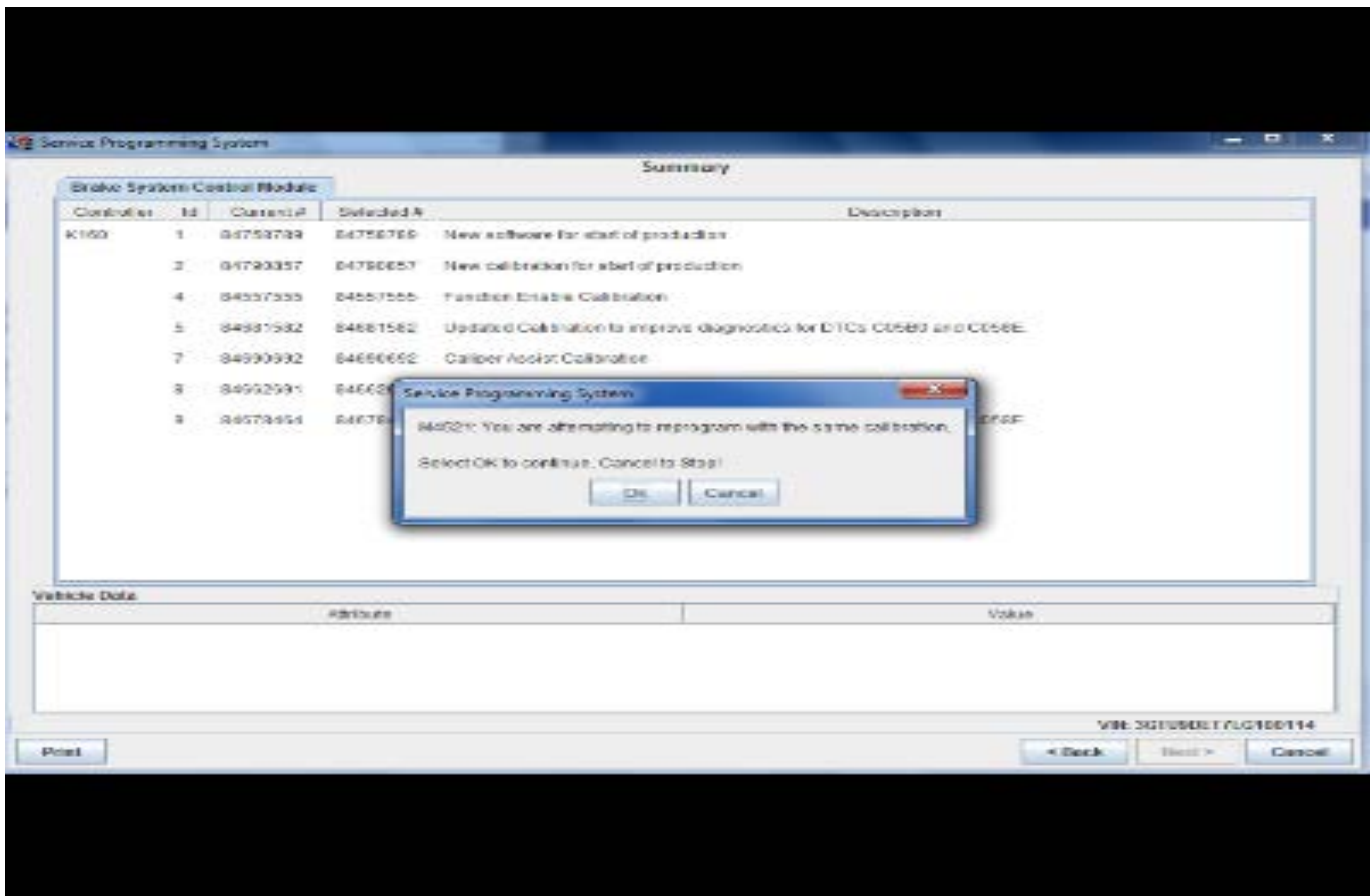
Involved Region or Country	United States, Canada, Mexico, China
Additional Options	Equipped with Super Cruise (RPO UKL)
Condition	Some customers may comment on a dead battery after the vehicle has been parked overnight.
Cause	This condition may be caused by a software anomaly. – The Video Processing Control Module (VPM) prevents the vehicle from going into sleep mode, resulting in battery draw.
Correction	Reprogram the VPM with the latest software.

Service Procedure

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

Carefully read and follow the instructions below.

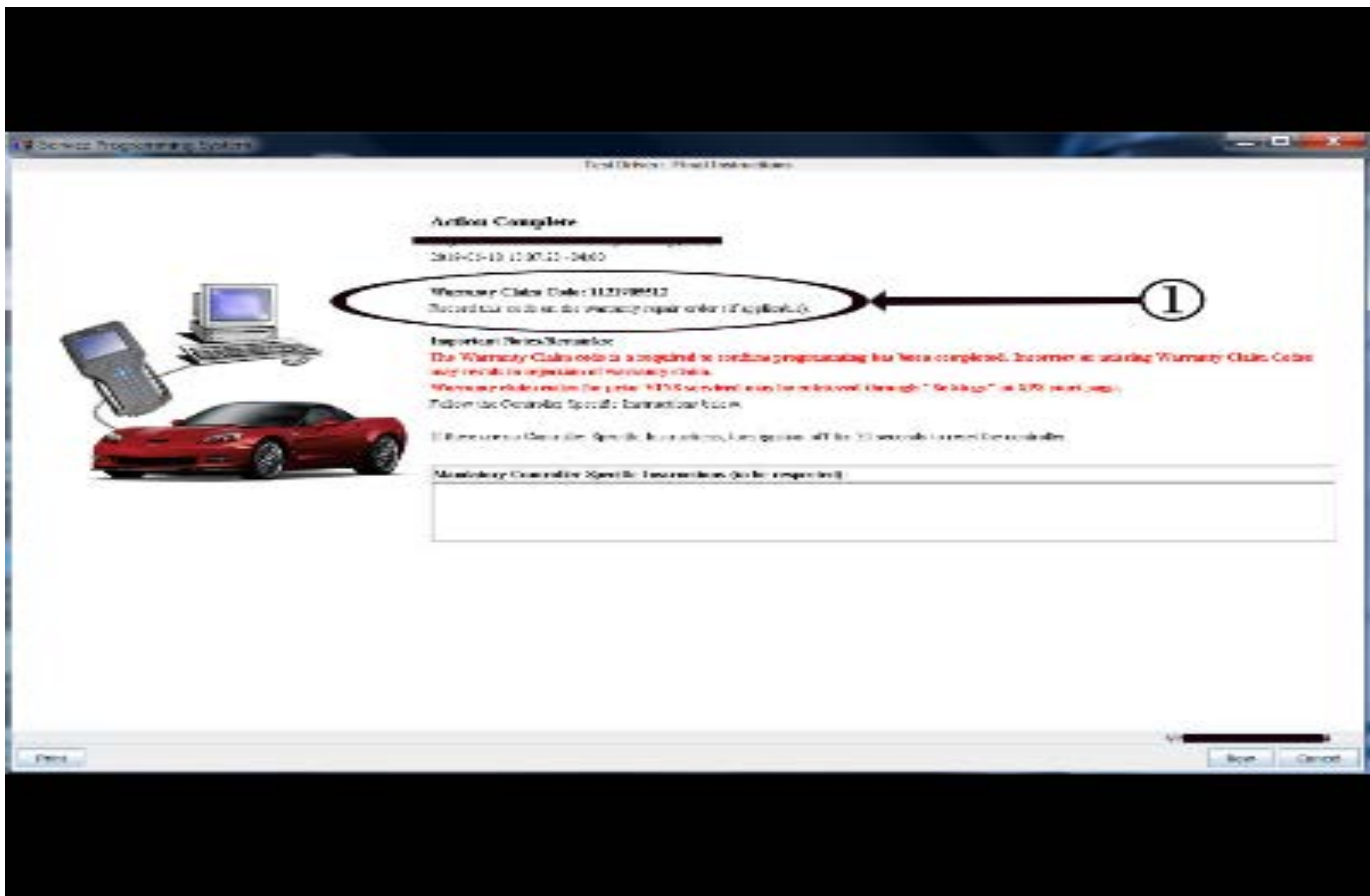
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, 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 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 screen, 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 VPM. Refer to *K157 Video Processing Control Module: Programming and Setup* in SI. Modify as required (e.g., select x module from the controller screen). Then provide step-by-step instructions or refer to SI procedure.



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

Calibration Information

Calibration P/N	VIN Breakpoint	Breakpoint Date	Region
84449376	JU130469	February 28, 2018	North America (DHAM)
84449386	JA064544	February 25, 2018	China (SGM)

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810845	Video Processing Control Module Reprogramming with SPS	Use Published Labor Operation Time

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.

Version	1
Modified	Released November 14, 2019

