

Customer Satisfaction Program

N192264450 Premature Brake Wear Notification



Release Date: November 2019

Revision: 02

Revision Description: This bulletin has been updated to add customer reimbursement labor operations. Please discard all previous copies of bulletin N192264450.

Attention: This program is in effect until December 31, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	CT6	2019	2019	JBP	Brake Lining Wear System Life Span Prognostic Indicator

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 CT6 vehicles equipped with the Brake Lining Wear System Life Span Prognostic Indicator, (RPO JBP), may have a condition in which the software calculation that is reported to the driver's information center may be 16X faster than what the brake pads are actually experiencing.
Correction	Dealers will reprogram the brake system control module (BSCM) and if necessary, replace the brake pads.

Parts

Quantity	Part Name	Part No.
1	FRONT BRAKE PADS (CT6)	84498292
1	REAR BRAKE PADS (CT6)	84642088

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which PAD KIT-FRT DISC BRK to order.

It is estimated that only 835 involved vehicles will require parts replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104714*	Verified Brake System Control Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration (Includes Brake Pad Wear Sensor Inspection) For Vehicles with MORE than 6000 miles / 10,000 kilometers	0.6	ZFAT	N/A
	ADD: Replace Front Brake Pads CT6	0.6		
	ADD: Replace Rear Brake Pads CT6	0.8		
	ADD: Replace Front and Rear Brake Pads CT6	1.2		
9104715*	Brake System Control Module Reprogramming with SPS Only For Vehicles with LESS than 6000 miles / 10,000 kilometers	0.3		
9104716*	Brake System Control Module Reprogramming with SPS and Brake Pad Wear Sensor Inspection For Vehicles with MORE than 6000 miles / 10,000 kilometers	0.7		
	ADD: Replace Front Brake Pads CT6	0.6		
	ADD: Replace Rear Brake Pads CT6	0.8		
	ADD: Replace Front and Rear Brake Pads CT6	1.2		

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9104886	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	**
9104887	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***

* 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.

** For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.

*** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure for Vehicles with under 6000 miles / 10,000 kilometers

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 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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The screenshot shows the Service Programming System (SPS) Summary screen for the Brake System Control Module. A warning dialog box is displayed over the table, indicating a conflict with calibration. The dialog box text reads: "M4521: You are attempting to reprogram with the same calibration. Select OK to continue, Cancel to Stop!". The background table lists various calibration items for controller K160.

Controller	Id	Current #	Selected #	Description
K160	1	84758789	84758789	New software for start of production
	2	84790857	84790857	New calibration for start of production
	4	84557555	84557555	Function Enable Calibration
	5	84681582	84681582	Updated Calibration to improve diagnostics for DTCs C05B0 and C058E.
	7	84690692	84690692	Caliper Assist Calibration
	8	84662691	84662691	
	9	84678464	84678464	

Vehicle Data

Attribute	Value
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VIN: 3GTU9DET7LG100114

Buttons: Print, < Back, Next >, Cancel

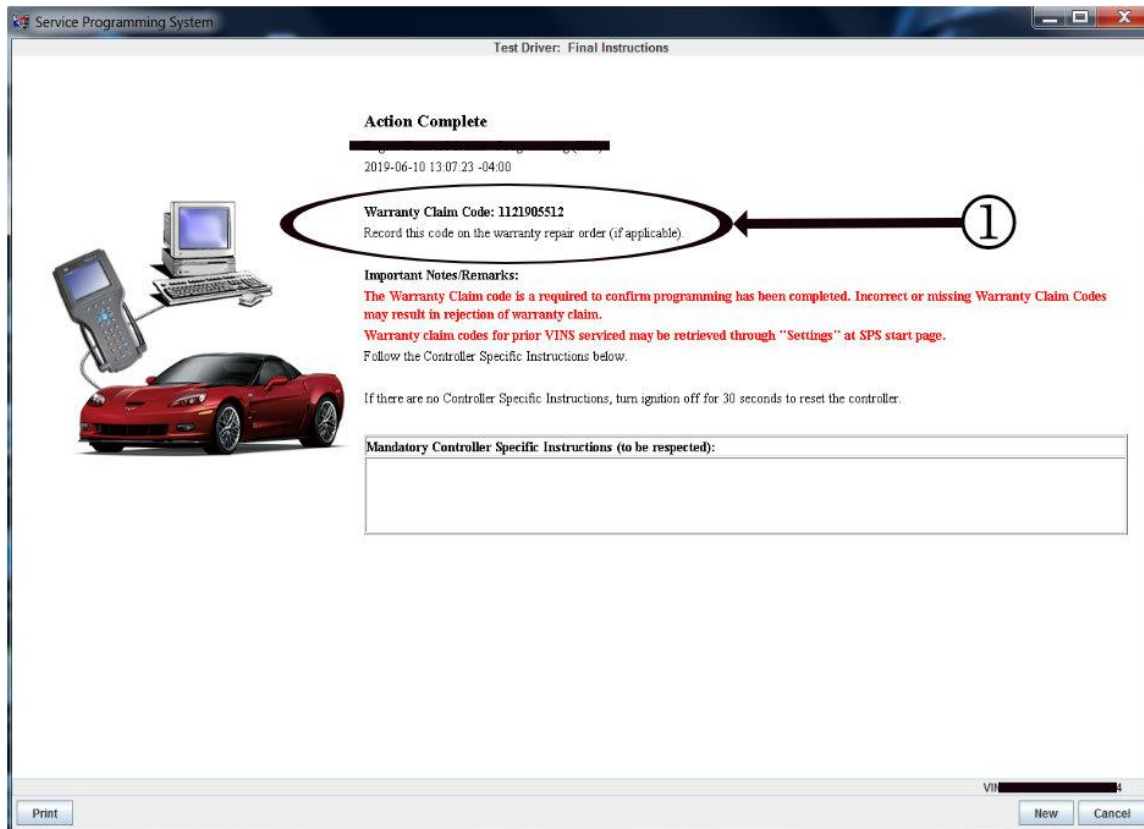
5431207

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

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Note: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

2. Reset the Brake Pad Life Monitoring System to 100% using GDS2.
3. Record SPS Warranty Claim Code on job card for warranty transaction submission.

Service Procedure for Vehicles with over 6000 miles / 10,000 kilometers

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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The screenshot shows the Service Programming System (SPS) Summary screen for the Brake System Control Module. A warning dialog box is displayed over the table, indicating a conflict with calibration. The dialog box text is: "Service Programming System", "M4521: You are attempting to reprogram with the same calibration.", "Select OK to continue, Cancel to Stop!", with "OK" and "Cancel" buttons.

Controller	Id	Current #	Selected #	Description
K160	1	84758789	84758789	New software for start of production
	2	84790857	84790857	New calibration for start of production
	4	84557555	84557555	Function Enable Calibration
	5	84681582	84681582	Updated Calibration to improve diagnostics for DTCs C05B0 and C058E.
	7	84690692	84690692	Caliper Assist Calibration
	8	84662691	84662691	
	9	84678464	84678464	

Vehicle Data

Attribute	Value
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VIN: 3GTU9DET7LG100114

Buttons: Print, < Back, Next >, Cancel

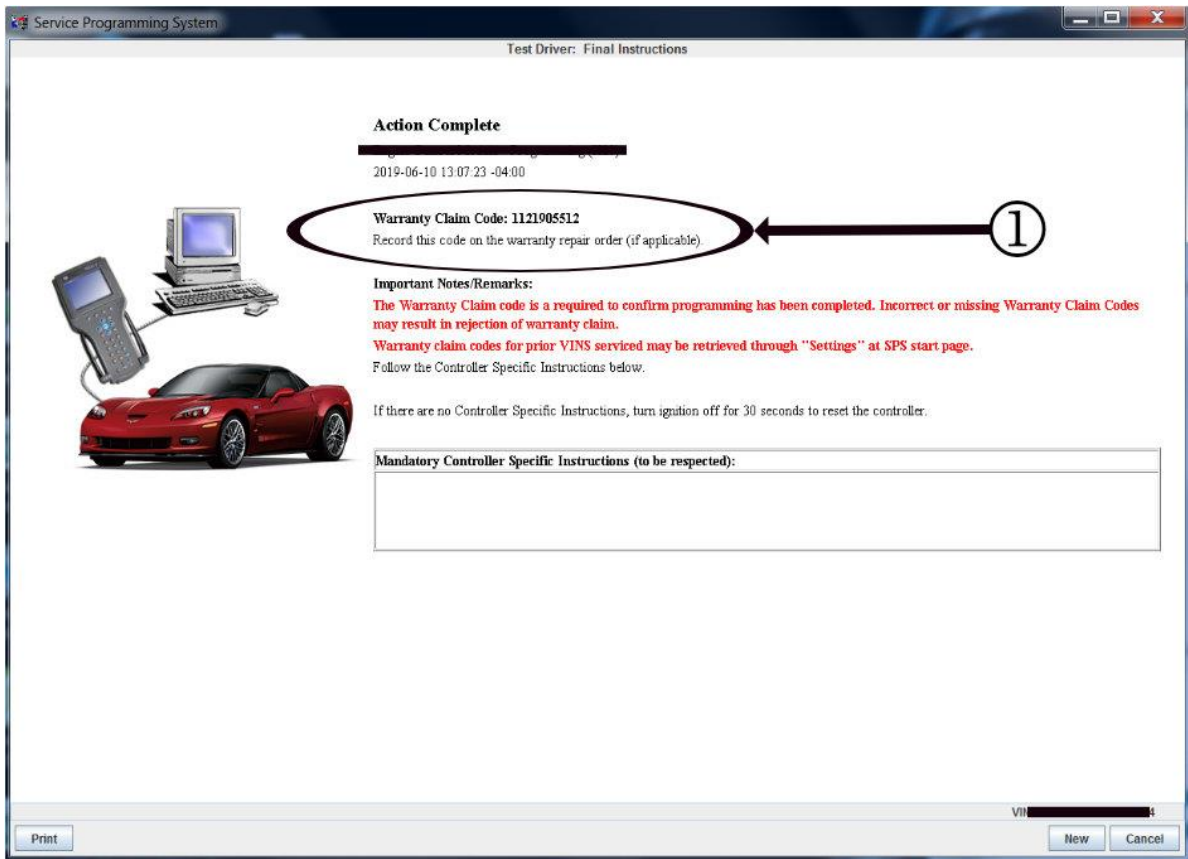
5431207

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

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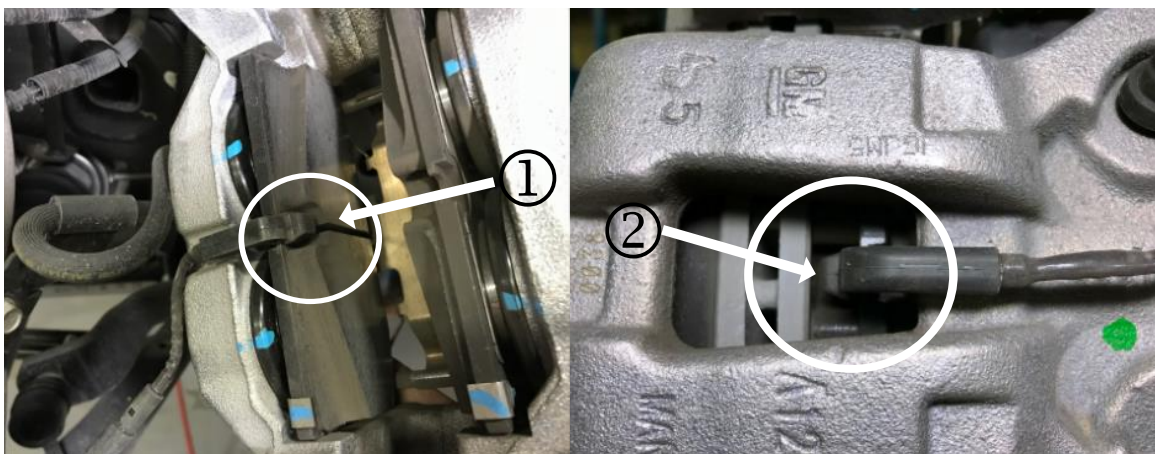
N192264450 Premature Brake Wear Notification



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Note: To avoid warranty transaction rejections, you MUST record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

2. Record SPS Warranty Claim Code on job card for warranty transaction submission.
3. Raise and support the vehicle. Refer to Lifting and Jacking the Vehicle in SI.
4. Remove the tire and wheel assemblies for inspection as follows:
 - CT6- Driver side front and passenger side rear. Refer to *Tire and Wheel Removal and Installation* in SI.



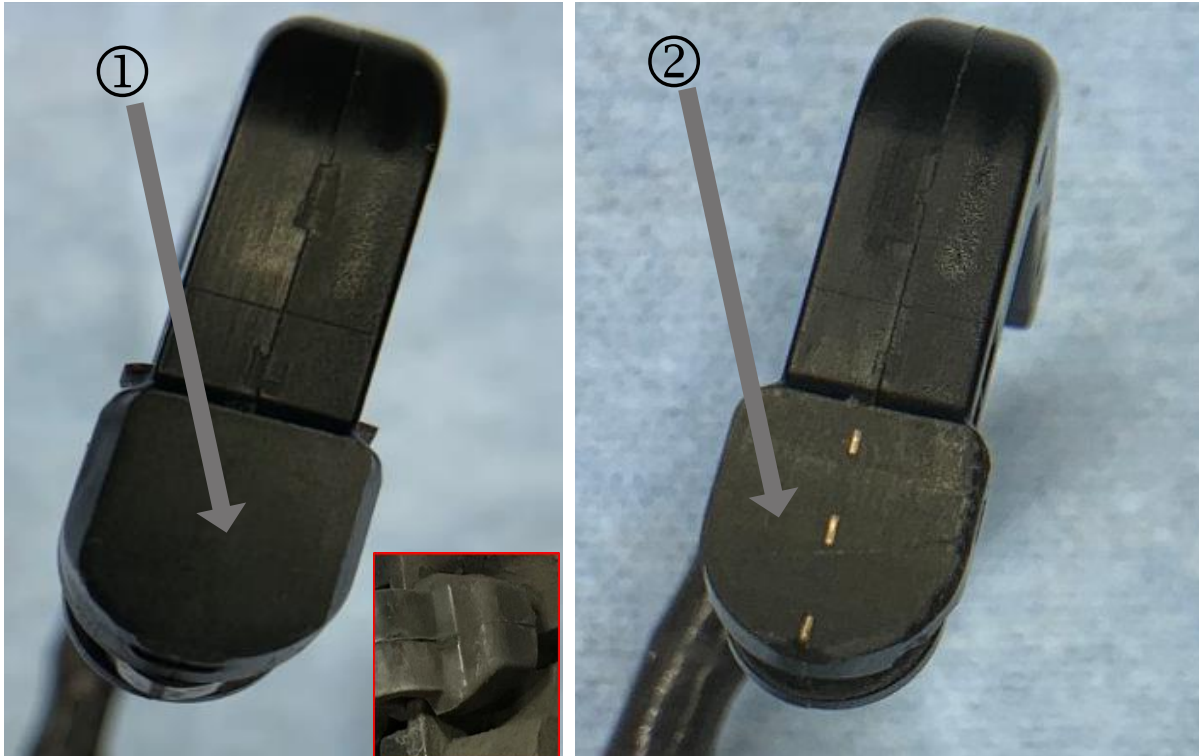
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5. Inspect the brake pad wear sensors on both the front (1) and rear (2) brake pads.



- If there is ANY wear on the brake pad wear sensors or if the sensors are contacting the rotor (3), replace the brake pads associated with the affected axle (front, rear or both) and continue to step 6. Example of a good brake pad wear sensor (1) and a worn brake pad sensor (2) shown above.
 - If there is NO wear on the brake pad wear sensors, continue to step 7.
6. Replace the front, rear or both disc brake pads depending on the axle set that shows sensor wear. Refer to *Front Disc Brake Pads Replacement* and *Rear Disc Brake Pads Replacement* in SI.
7. Install the front caliper. Refer to *Front Brake Caliper Replacement* in SI for torque specification.

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8. Install the tire and wheel assemblies. Refer to *Tire and Wheel Removal and Installation* in SI.
9. Reset the Brake Pad Life Monitoring System to 100% using GDS2.

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/repared 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 December 31, 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 December 31, 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.

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.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by December 31, 2020. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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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December 2019

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

Dear General Motors Customer:

We have learned that your 2019 model year Cadillac CT6 vehicle may have been built with the Brake Lining Wear System Life Span Prognostic Indicator. The software calculation that is reported to the driver's information center may be 16X faster than what the brake pads are actually experiencing.

Your satisfaction with your Cadillac CT6 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 (BSCM), and, if the brake pads are worn, replace the brake pads. This service will be performed for you at **no charge until December 31, 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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

Reimbursement: Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by December 31, 2020, unless state law specifies a longer reimbursement period.

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 and/or remedy 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 GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Executive Director
North America Contact Center Operations

Enclosure
N192264450

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5243
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 27, 2019

Subject: N192264450-02 - Customer Satisfaction Program
Premature Brake Wear Notification

Models: 2019 Cadillac CT6 Equipped with Brake Lining Wear System Life Span
Prognostic Indicator (RPO JBP)

To: All General Motors Dealers

This bulletin has been updated to add customer reimbursement labor operations.
Please discard all previous copies of bulletin N192264450.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS