Service Update N202294740 Software Update for Multiple Modules



Release Date: June 2020

Revision: 00

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.

		Model Year			
Make	Model	From	То	RPO	Description
Cadillac	CT5	2020	2020		

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.

	Certain 2020 model year Cadillac CT5 vehicles may require individual software updates to multiple modules to address various minor issues such as steering feel and data communication.
Correction	Dealers are to reprogram multiple modules.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105124*	Sequential Module Reprogramming with SPS or TLC	0.5	ZFAT	N/A

* Important: 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 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, etc.

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• Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Important: No setups are required for this sequential programming field action.

Service Pro	ogramming Syste	m	– 🗆 X
			Supported Controllers
		Select Co	ontroller
		Z4 T3 K9 K160 K20 B174W K212 A26 Z1 S165 P16 K219	Vehicle wide Capture of Module Identification Data Audio Amplifier Body Control Module Brake System Control Module Engine Control Module Fronthew Camera Module Gear Shill Control Module Heater and Air Conditioning User Interface Control - Front Immobilizer Learn Infotamment Control Switch Instrument Panel Cluster Control Module
	<	ZFA 843	Legene On the Module Multimodule Coordinated Sequence - Bulletin N202294740
Serial		A11 A22 K36 K85P K56 K73 K71	Radio Radio Radio Radio Control Restraints Control
Data Auther	ntication		
Config	juration	Select Fu	unction / Sequence
		Program	ming
		Select Pr	rogramming Type
		Normal VCI	
Print E	CU Data		Next> Cancel 5618437
GM Techli Version: 1	ine Connect		IG6DT5RK1L0100075 Image: Connect Vehicle 2020 - Cadillac + C15 Image: Connect Vehicle
DASHBOARD) GDS2	SI	
SPS2			
			Supported Controllers
Select Controller Code			Controller Name
Z4 ZFA T3	Multimodule Coordin	ated Sequence -	Manaka Dan - Bullekin N02294140
T3 K9	Audio Amplifier Body Control Module		
K160	Brake System Control		
K60 K40D	Column Lock Module Driver Seat Adjuster I		
K20	Engine Control Modu	le	
82338 8174W	Forward Range Radar Front View Camera -		Range
K212	Gear Shift Control Mo	odule	
A26 K124	Heater and Air Condi Image Processing Mo		uface Control - Front
Select Function/Sel Programming	quence		
Select Programmin	ід Туре		
Normal VCI			
			561844

Service Update

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M Techline Connect Version: 1.5.0 Production		1G6DT5RK1L0100075 2020 • Cadillac • CT5
DASHBOARD GDS2	SI SPS2	Support - RPO
PS2		
		Data Transfer
Programming Event: ZFA Field Action Multimodule Coordinatio Field Action Multimodule Coordination Sequence Ignition Off © Downloading	Downloading Calibrations from Server Server Download Status Finished	Estimated Time Remaining 05/00/00
S Verifed	<u>k</u> i	
Re-Programmed K43 Power Steering Control Module Progr Power Steering Control Module Programming	Programming ECU	
C Downloading	Writing To ECU Programming the ECU	Estimated Time Remaining 00:00:00
Verifed Re-Programmed		
B174W Front View Camera - Windshield P Front View Camera - Windshield Programming		
K124 Image Processing Module Program Image Processing Module Programming © Downloading © Verifed Re-Programmed		
B233LF Short Range Radar Sensor - Left Short Range Radar Sensor - Left Front Programming Downloading		
Re-Programmed B233RF Short Range Radar Sensor - Righ Short Range Radar Sensor - Right Front Programming Downloading		

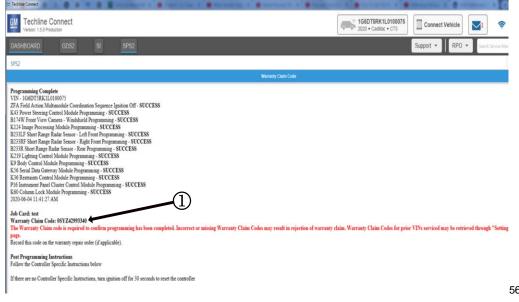
 Reprogram the sequential multiple modules through SPS/Techline Connect (SPS and Techline Connect screens shown) by selecting "ZFA - Multimodule Coordinated Sequence-Bulletin N202294740" on the select controller screen as shown. Select "Next" and follow all onscreen instructions.

Servic	e Programming System		
		Test Driver: Final Instructions	
		Action Complete	
		2019-06-10 13.07/23 -04:00	
		Warranty Claim Code: 1121905512 Record this code on the warranty repair order (if applicable)	
•		Important Notes/Remarks:	
	A A A A A A A A A A A A A A A A A A A	The Warranty Claim code is a required to confirm programming has been completed. Incorrect or missing Warranty Claim. Codes may result in rejection of warranty claim.	
		Warranty claim codes for prior VINS serviced may be retrieved through "Settings" at SPS start page. Follow the Controller Specific Instructions below.	
		If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.	
		Mandatory Controller Specific Instructions (to be respected):	
Print		Vite to the New Cancel	5431209

Service Update

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Important: SPS and Techline Connect screen shown.

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

2. 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 <u>must</u> be held and inspected/repaired per the service procedure of this bulletin <u>before</u> 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.

GM bulletins are intended for use by professional technicians, NOT a "<u>do-it-yourselfer</u>". 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, <u>DO NOT</u> 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

GLOBAL SAFETY FIELD INVESTIGATIONS DCS5431 URGENT - DISTRIBUTE IMMEDIATELY

Date: June 15, 2020

Subject: N202294740 - Service Update Software Update for Multiple Modules

Models: 2020 Cadillac CT5

To: All General Motors Dealers

General Motors is releasing Service Update N202294740 today. The total number of U.S. vehicles involved is approximately 6,403. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 16, 2020 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE GLOBAL SAFETY FIELD INVESTIGATIONS