

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5440
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 19, 2020

Subject: N202294740-01 - Service Update
Software Update for Multiple Modules
Programming Error with Frontview Camera Module

Models: 2020 Cadillac CT5

To: Select General Motors Dealers

General Motors released Service Update N202294740 on June 15, 2020. Our records show 116 vehicles may have had a programming issue during service. The vehicles affected were programmed on June 18, 2020. During programming the dealer may have experienced various loss of communication codes with the frontview camera module. GM is aware of the concern and working on the solution. Additional information will be shared when available.

The vehicle should remain in the dealer's possession until it can be remedied, and the customer should be offered a courtesy rental vehicle. If the customer requests their vehicle be returned, you must return the vehicle to the customer and advise the customer that the vehicle's frontview camera module may not be operational and that this may disable vehicle systems that use this module, including forward collision alert, emergency automatic braking, and adaptive cruise control.

Until further instructions are provided, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "Incomplete – Remedy not yet available" under Status. The impacted VINs are attached to this message.

END OF MESSAGE
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