

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5503
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 16, 2020

Subject: N202312030 01 - Service Update
Engine Control Module Reporting Incorrectly
Revised Service Procedure

Models: 2018 Buick LaCrosse
Equipped with 4 CYL, 2.5 L Gas-Engine (RPO LHN)

To: All General Motors Dealers

This bulletin has been revised to update the service procedure to include instructions on obtaining VCI programming information. Please discard all previous copies of N202312030.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N202312030 Engine Control Module Reporting Incorrectly



Release Date: September 2020

Revision: 01

Revision Description: This bulletin has been revised to update the service procedure to include instructions on obtaining VCI programming information. Please discard all previous copies of N202312030.

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin has no expiration date.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	LaCrosse	2018	2018	LHN	Engine-Gas, 4 CYL, 2.5L

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	In certain 2018 model year Buick LaCrosse vehicles equipped with a 2.5L engine, the Engine Control Module (ECM) may not respond to test tools with the correct Calibration Verification Number (CVN). If not corrected, this could result in a failure of an emissions Inspection and Maintenance (I/M) test or prevent a service technician from confirming that the appropriate program data is in the ECM.
Correction	Dealers are to perform two ECM reprogramming procedures.

Parts

No parts are required for this software update.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105128*	ECM Reprogramming with VCI and Regular Calibrations	0.5	ZFAT	N/A

Important: To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The Warranty Claim Code must be accurately entered in the “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 “Warranty Claim Code” field of the transaction, otherwise the transaction will reject. It is best practice to enter the **FINAL** code provided by SPS/SPS2.

Warranty Claim Code Information Retrieval

If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TLC/TIS on the computer used to program the vehicle.
2. Select and start SPS/SPS2.
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

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.

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

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

The screenshot shows the Techline Connect software interface. The main window is titled "Electronic Brake Control Module - Programming". It contains a table with columns: Controller, ID, Current #, and Description. A dialog box is overlaid on the table with the following text: "M4521: You are attempting to reprogram with the same calibration. Select OK to continue, Cancel to Stop!". The dialog box has "OK" and "Cancel" buttons.

Controller	ID	Current #	Description
K17	1	84820771	
K17	2	84820790	
K17	3	84820797	Electronic Brake Diagnostic Calibration
K17	4	84820801	Function Enable Calibration
K17	5	84820808	Driver mode brake calibration
K17	6	84820819	Tire Pressure Calibration
K17	7	84820825	Caliper Assist Calibration

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The screenshot shows the Service Programming System software interface. The main window is titled "Summary" and "Brake System Control Module". It contains a table with columns: Controller, Id, Current #, Selected #, and Description. A dialog box is overlaid on the table with the following text: "Service Programming System M4521: You are attempting to reprogram with the same calibration. Select OK to continue, Cancel to Stop!". The dialog box has "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	

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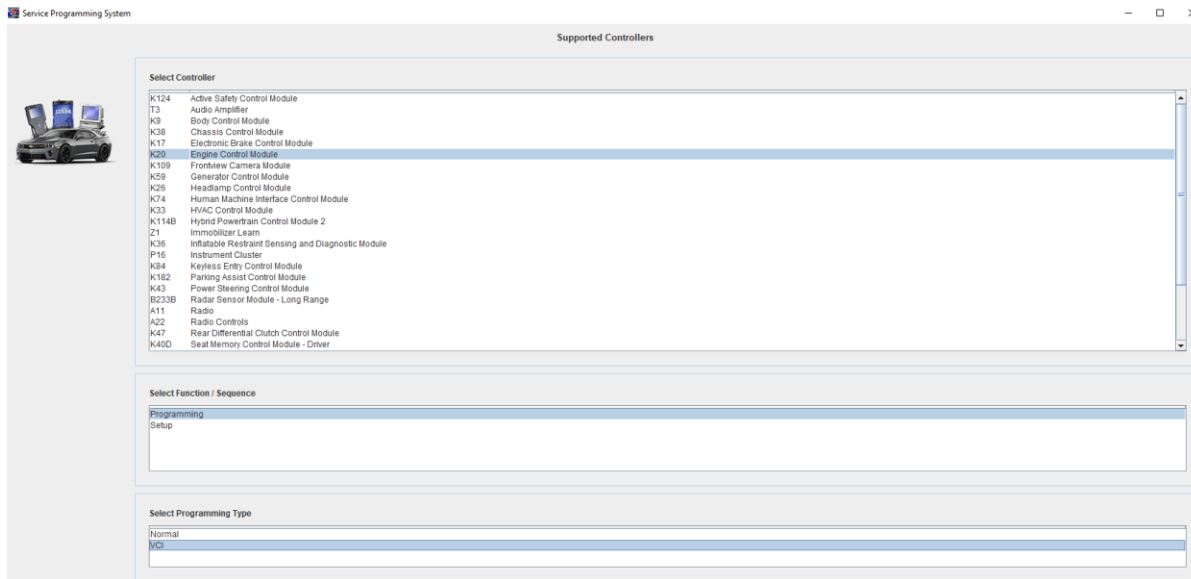
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Important: Techline Connect and TIS2WEB screens shown above.

Important: If the same calibration/software warning is noted on the TLC or SPS Summary 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. You will be required to perform two ECM reprogramming procedures to complete this recall. The first will load an older calibration using a VCI programming number. The vehicle should NOT be driven, started, or returned to the customer until AFTER the second programming event has been completed.
2. Call TCSC to obtain the VCI programming number you will use during this recall. Dial 1-800-828-8680 (English) or 1-800-503-3222 (French) and provide the VIN of the vehicle you are programming to obtain a VCI code.
3. Reprogram the ECM. Refer to *K20 Engine Control Module: Programming and Setup* in SI.

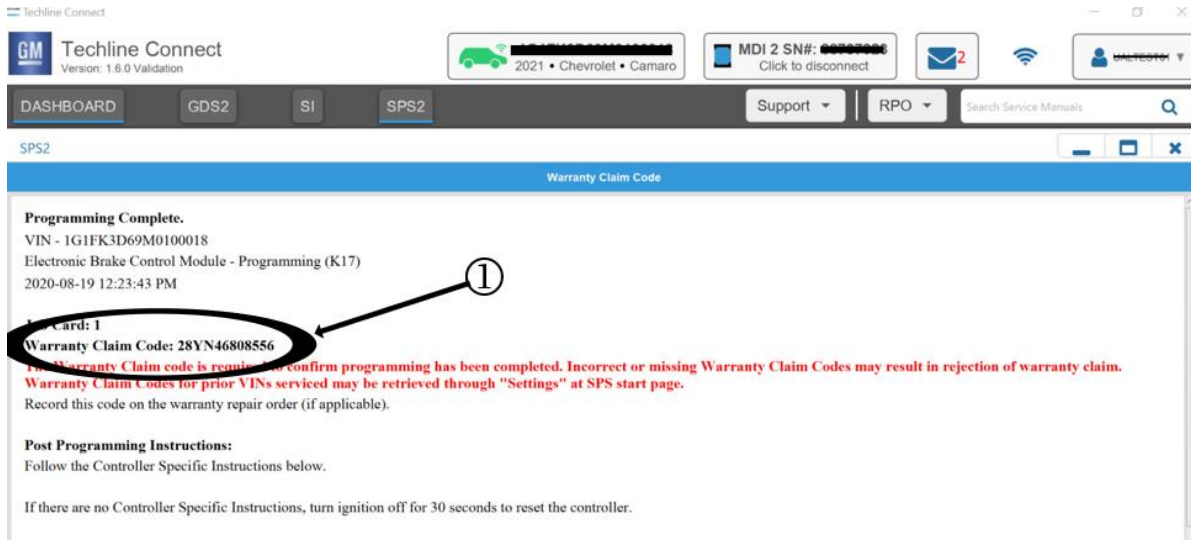


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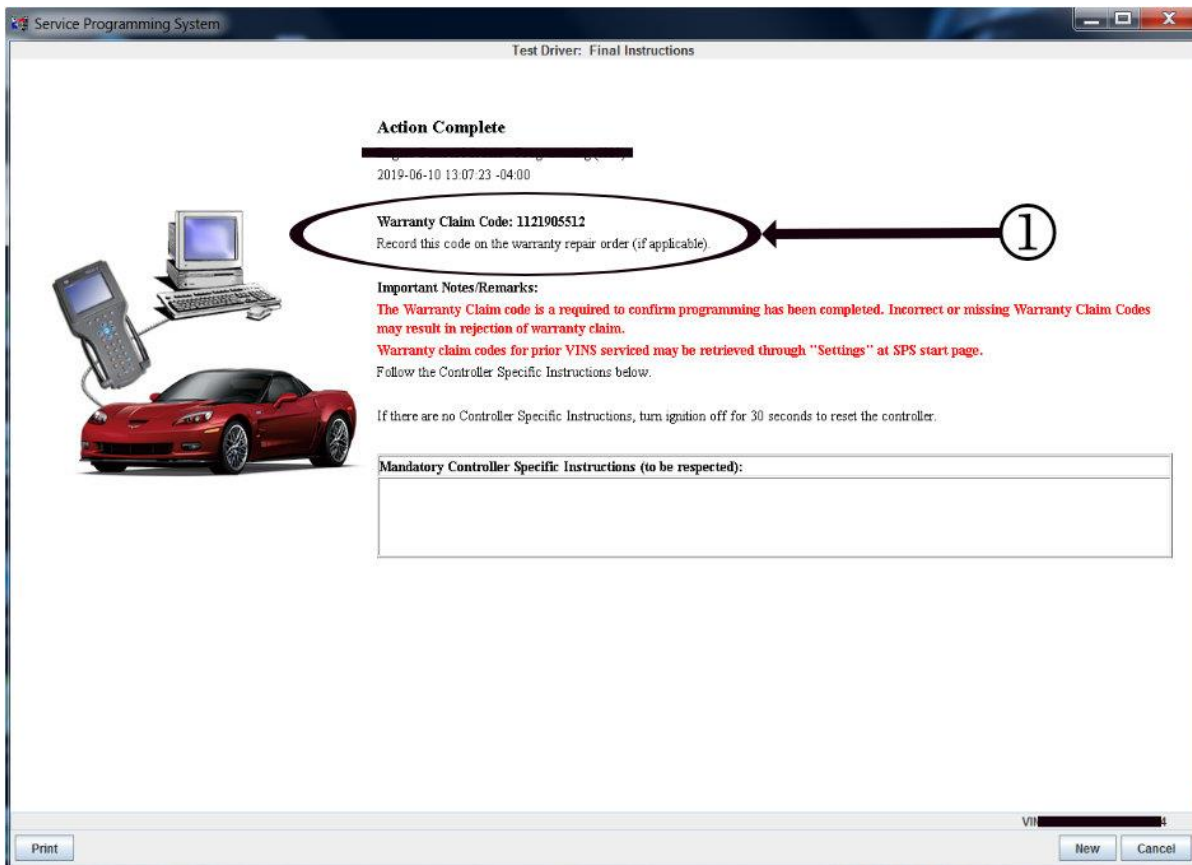
4. Select VCI programming and hit next.
5. Enter the VCI programming number provided by TCSC.
6. Once programming is finished, record the warranty claim code, cycle the key off and wait for 60 seconds before turning the vehicle back on and proceeding with the second programming event.
7. Reprogram the ECM again regularly using standard procedures to upload the latest cal. Refer to *K20 Engine Control Module: Programming and Setup* in SI.

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

8. Record SPS Warranty Claim Codes on job card for warranty transaction submission.

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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/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.

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.



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Certification**