Service Update
N202305180 Front Camera Module Reset and Loss of Communication

GM

Release Date: September 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	To	RPO	Description
Cadillac	CT4	2020	2020	UEU	Forward Collision Alert
Cadillac	CT5				

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 2020 model year Cadillac CT4 and CT5 vehicles may have a condition where the front windshield camera module may reset and lose communication with other modules. DTCs P25A2, U0265, U0566 and U1962 are set. The malfunction indicator light (MIL) may illuminate.
Correction	Reprogram the front view camera.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105139	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9105140	B174W Front View Camera - Windshield: Programming and Setup	0.5		

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.

- Ensure the ignition is turned OFF, load on the vehicle's battery such as; interior lights, exterior lights (including daytime running lights), HVAC, etc. may affect the download process.

- 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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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.
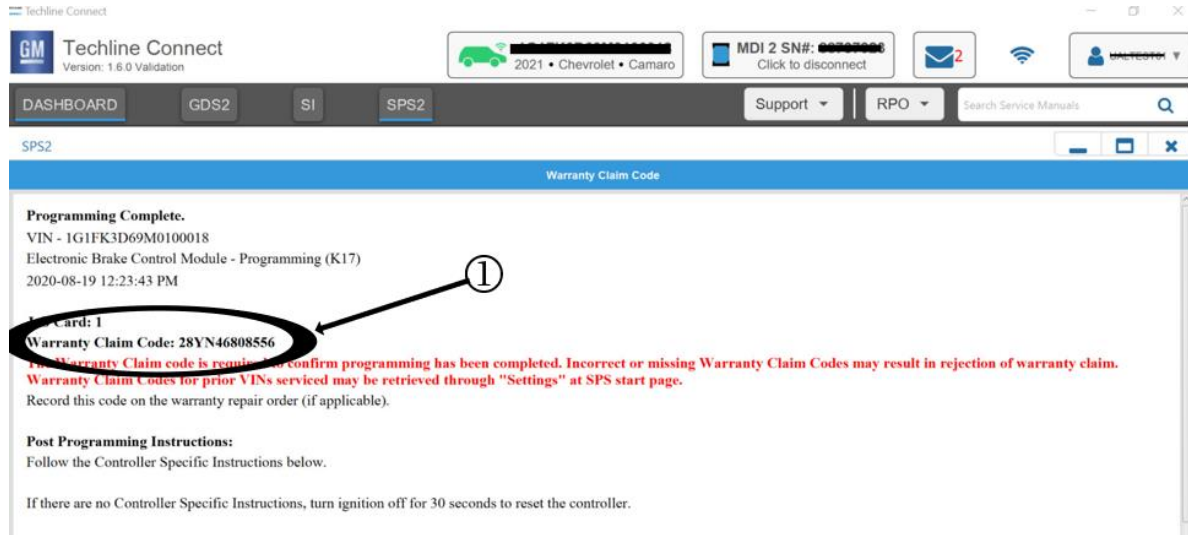
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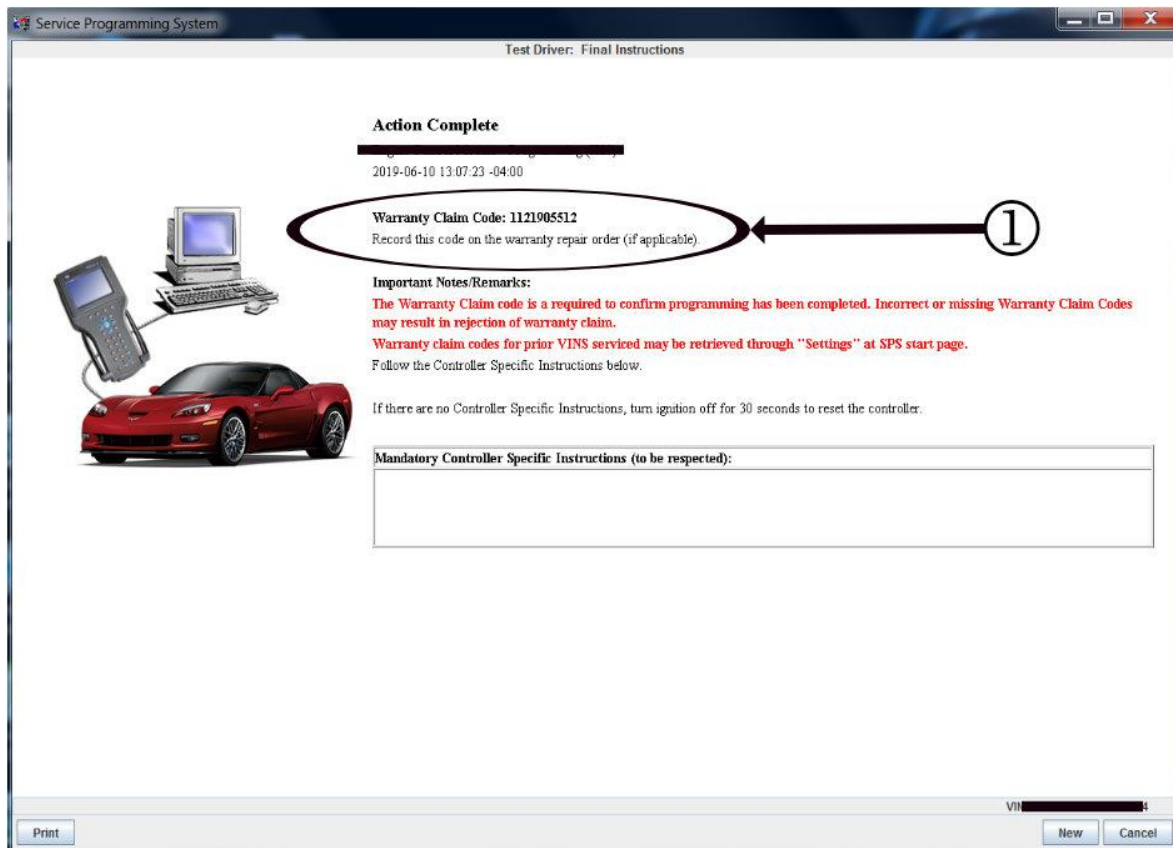

Important: When programming a module in GM's new Vehicle Intelligence Platform, or VIP, the power mode (ignition) needs to be off or errors may occur. This involves the 2020 Chevrolet Corvette, Cadillac CT5 and CT4, as well as the upcoming full-size Chevrolet, GMC, Cadillac SUVs and Buick Envision. Serial Data Message Authentication also needs to have the ignition off.

1. Reprogram the front view camera. Refer to *B174W Front View Camera - Windshield: 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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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.

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 must be held and inspected/repaired 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.

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GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5505
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 17, 2020

Subject: N202305180 - Service Update
           Front Camera Module Reset and Loss of Communication

Models: 2020 Cadillac CT4 equipped with Forward Collision Alert (RPO UEU)
           2020 Cadillac CT5 equipped with Forward Collision Alert (RPO UEU)

To: All General Motors Dealers

General Motors is releasing Service Update N202305180 today. The total
number of U.S. vehicles involved is approximately 10,676. 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 September 18, 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