GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5516
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 22, 2020

Subject: N202294740-02 - Service Update
            Software Update for Multiple Modules
            Revised Service Procedure

Models: 2020 Cadillac CT5

To: All General Motors Dealers

This bulletin is being revised to update the service procedure and warranty information table. Please discard all previous copies of N202294740.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update
N202294740 Software Update for Multiple Modules

Release Date: September 2020	**Revision:**	02

Revision Description: This bulletin is being revised to update the service procedure and warranty information table. Please discard all previous copies of N202294740.

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	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.

Condition	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*	IPC Reprogramming and Sequential Module Reprogramming with SPS or TLC	1.0	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 "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 SPS 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.
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 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.

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


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Important: Important: Programming requires MDI2 ONLY. Using MDI WILL result in errors

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.

Important: Step 1 ONLY applies to vehicles with RPO UHS. All other vehicles start with step 2.

1. Reprogram the instrument panel cluster control module:
   1.1. Select P16 Instrument Panel Cluster Control Module under "Select Controller" and Programming" under "Select Function/ Sequence", click next and follow on screen instructions.
   1.2. After programming has completed, Select P16 Instrument Panel Cluster Control Module under "Select Controller" and Graphics Programming under "Select Function/ Sequence", click next and follow on screen instructions.
2. 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.
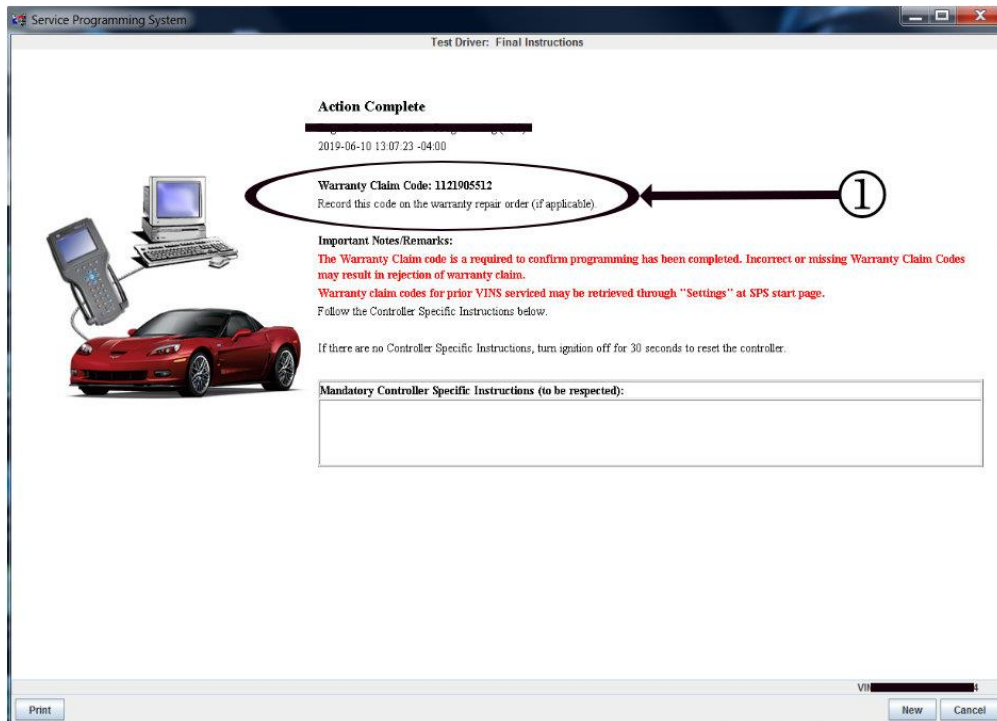
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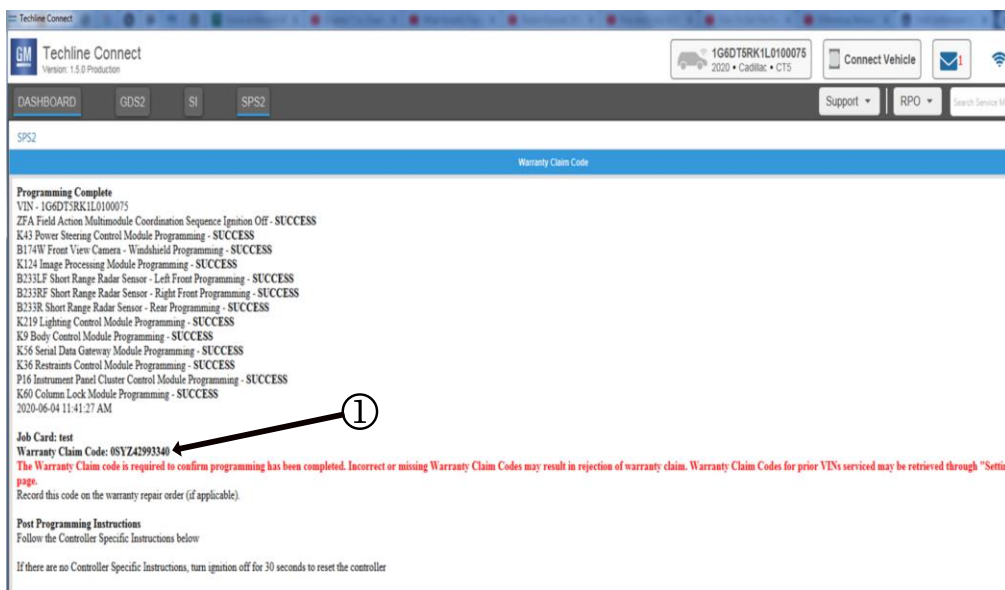
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Important: SPS and Techline Connect screen shown.

Important: To avoid warranty transaction rejections, you MUST record the warranty claim code provided on the 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.

3. 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.

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