



Service Bulletin

Bulletin No.: 21-NA-039

Date: April, 2021

TECHNICAL

Subject: Service Theft Deterrent Message Displayed in DIC

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2018	2021				
	XT6	2020	2021				

Involved Region or Country	United States, Canada, Europe, Russia, Middle East, Israel, Palestine, Japan and S. Korea
Additional Options (RPOs)	Equipped with UTU and UTV
Condition	Some customers may comment on a DIC message showing "Service Theft Deterrent"
Cause	The cause of the condition may be a poor connection of the Theft Deterrent Sensor in the Overhead Console or a self test in the inclination sensor may fail due to a mismatch of data.
Correction	<p>Lower the Overhead Console and verify proper connection of the three Theft Deterrent Sensor leads. Refer to <i>Roof Console Replacement</i> and <i>Theft Deterrent Sensor Replacement</i> in SI.</p> <p>Then, reprogram the Body Control Module.</p> <p>Upon completion of the update please do the following:</p> <ol style="list-style-type: none">1. Lower the Drivers door window2. Exit the vehicle3. Double press the lock button on the key fob to ensure all doors and liftgate are locked.4. Check to see that the Content Theft Deterrent is armed and verify by seeing if the alarm activates when you put your arm through the open drivers door window.5. Verify that there is no DIC message for "Service Theft Deterrent".

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.

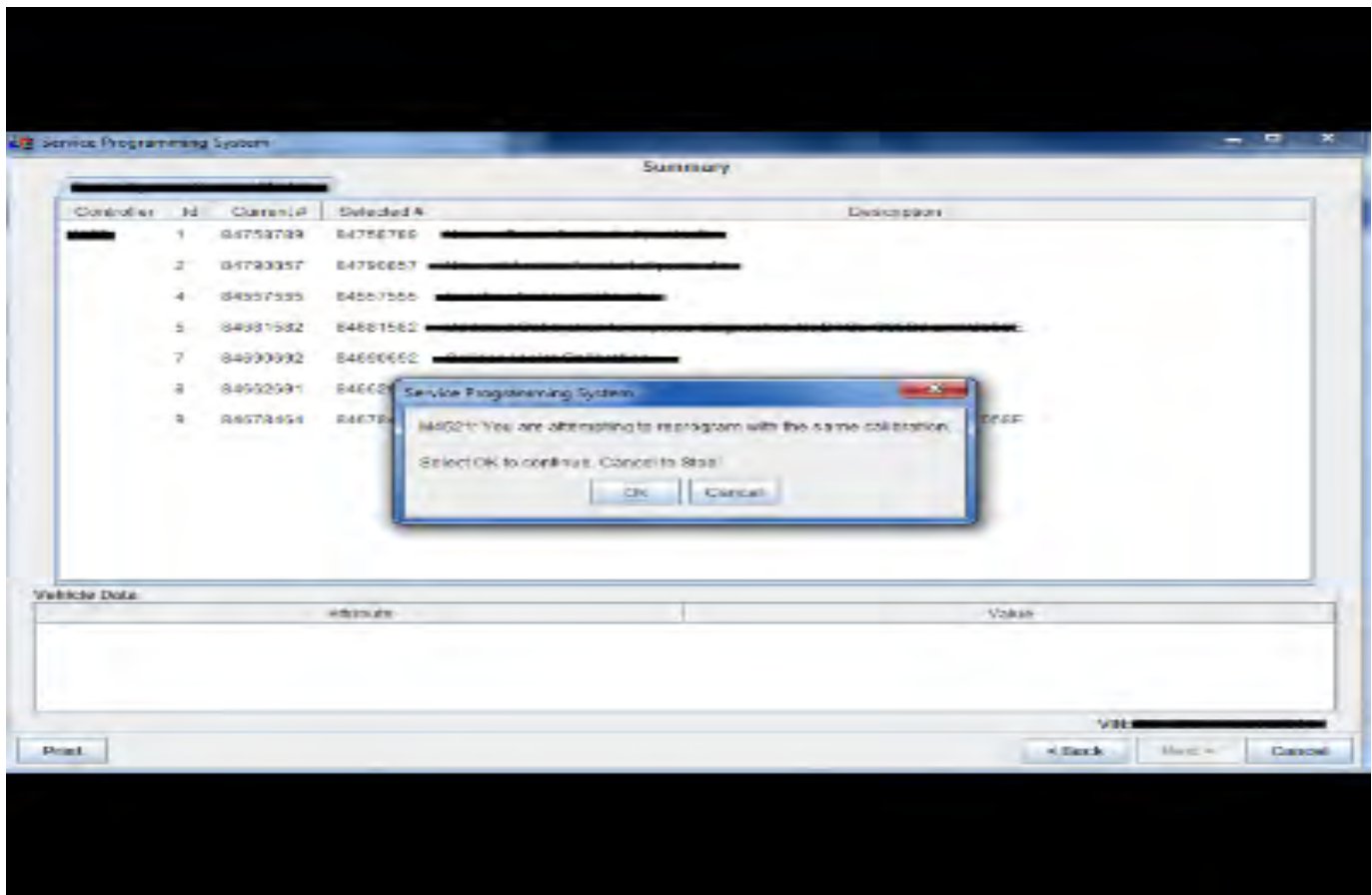
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, 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.

- 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, radio, etc.
- Please verify that the radio time and date are set correctly before inserting USB drive into vehicle for programming, otherwise an error will result..
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Caution: Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.





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Important: Techline Connect and TIS2WEB screens shown above.

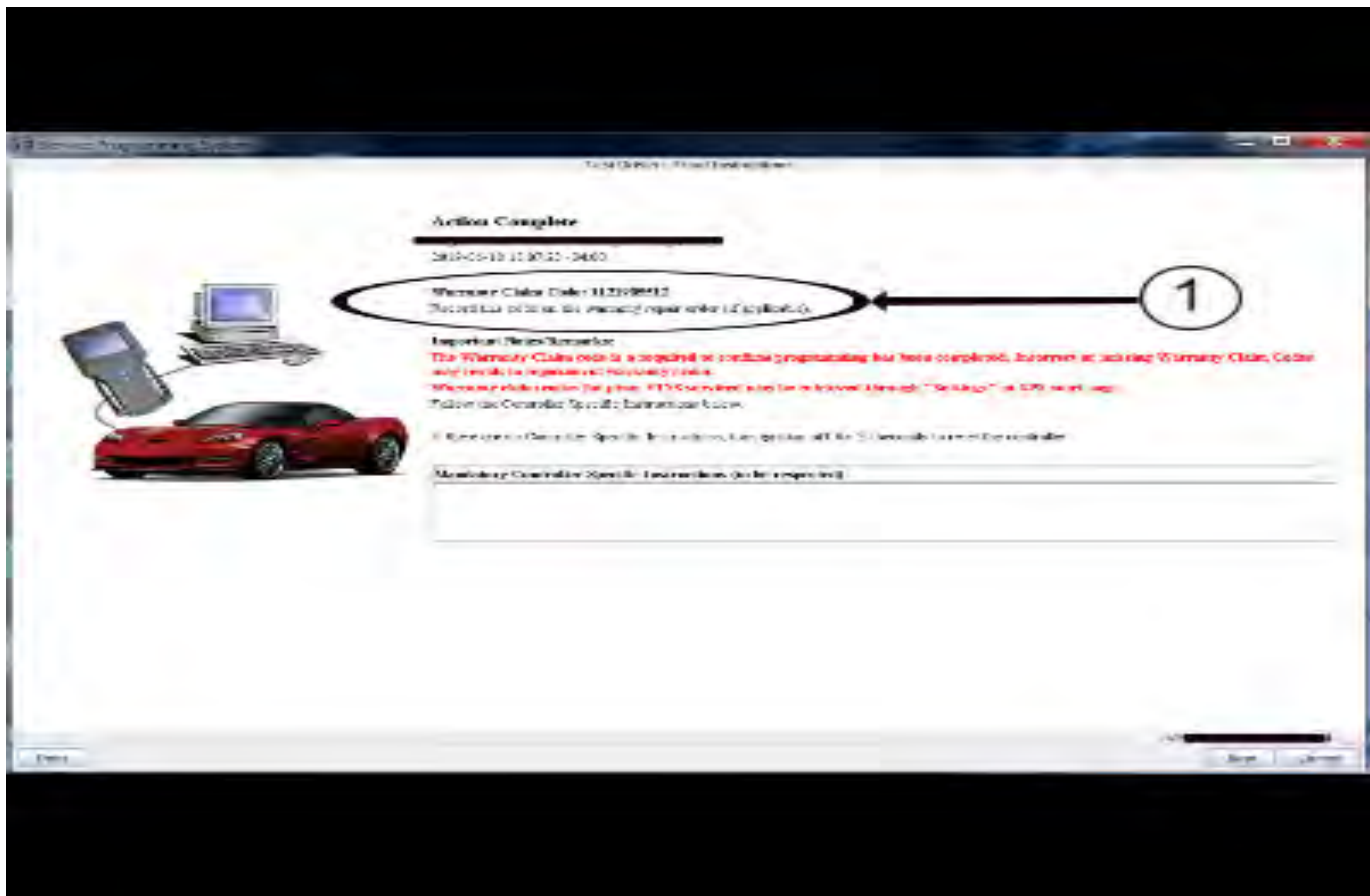
Important: If the same calibration/software warning is noted on the TLC or SPS Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

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 Body Control Module. Refer to *K9 Body Control Module: Programming and Setup* in SI.



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Note: The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

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

- Record SPS Warranty Claim Code on job card for warranty transaction submission.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
1035580	Roof Console Replacement	Use Published Labor Operation Time
*2810215	Body Control Module Reprogramming with SPS	Use Published Labor Operation Time

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

- The 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/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:

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

Version	3
Modified	Released February 19, 2021 Revised March 16, 2021 – Added 2020 Cadillac XT6 and updated Service Procedure section Programming Information Revised April 19, 2021 – Updated Cause and Correction sections and Warranty Information.

