

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6013
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 20, 2021

Subject: N202312031 - Emission Recall
Engine Control Module CVN Reporting

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

To: All General Motors Dealers

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Warranty Management (GWM)

The vehicles involved were previously under Service Update Bulletin N202312030 and are being moved to N202312031. The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 21, 2021 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Product Emission Recall

N202312031 Engine Control Module CVN Reporting



Release Date: December 2021

Revision: 00

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	General Motors has decided to conduct a voluntary emissions recall involving 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 program the Engine Control Module (ECM) with corrected software.

Parts

No parts are required for this software update.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105952*	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 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, etc.

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- 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. At the top, there's a navigation bar with 'DASHBOARD', 'GDS2', 'SI', and 'SPS2'. A central area displays 'Electronic Brake Control Module - Programming'. A table lists various controllers (K17) with their IDs and current numbers. A dialog box is overlaid on the screen with the message: 'M4521: You are attempting to reprogram with the same calibration. Select OK to continue, Cancel to Stop!'. Below the table, there are buttons for 'Print', 'Save to PDF', 'ECU Data', 'Back', 'Start Programming', and 'Cancel'. The VIN is partially visible at the bottom right.

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

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The screenshot shows the Service Programming System software interface. The main window is titled 'Summary' and displays a table for the 'Brake System Control Module'. A dialog box is overlaid on the screen with the message: 'M4521: You are attempting to reprogram with the same calibration. Select OK to continue, Cancel to Stop!'. Below the table, there's a 'Vehicle Data' section with columns for 'Attribute' and 'Value'. The VIN is '3GTU9DET7LG100114'. Buttons for 'Print', '< Back', 'Next >', and 'Cancel' are visible at the bottom.

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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Important: Techline Connect and TIS2WEB screens shown above.

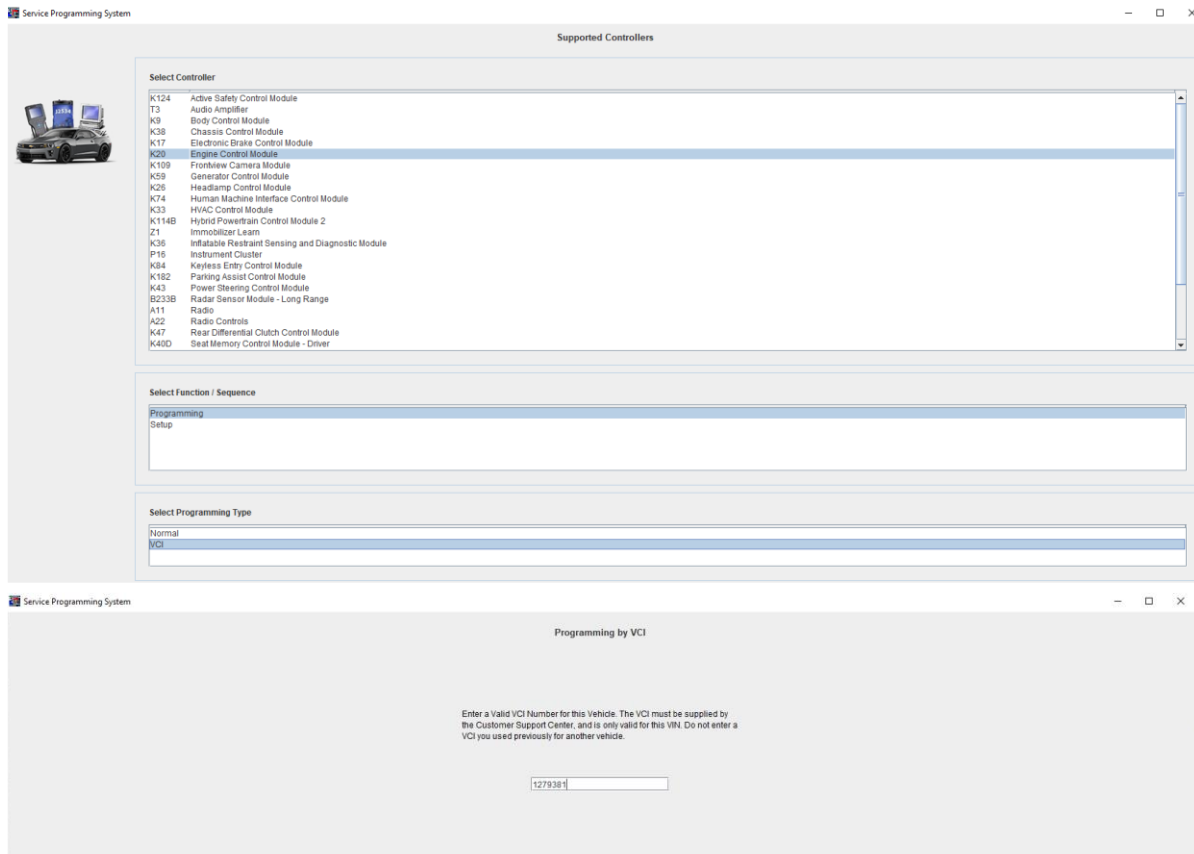
Important: If the same calibration/software warning is noted on the TLC or SPS Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer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

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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 Techline Customer Support Center (TCSC) to obtain the VCI programming number you will use during this recall. Dial 1-800-828-6860 (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.

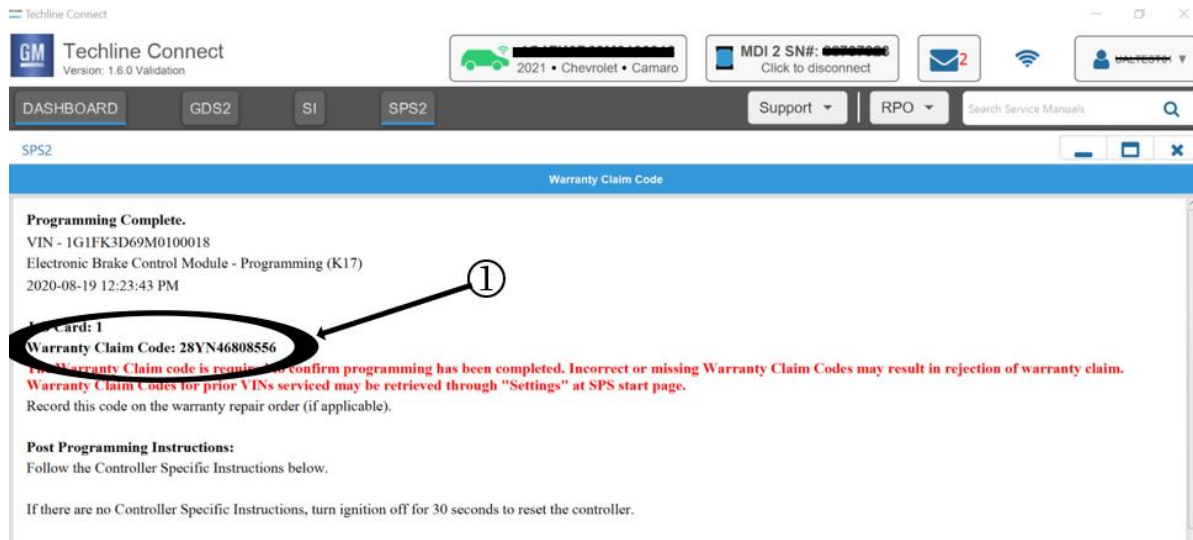


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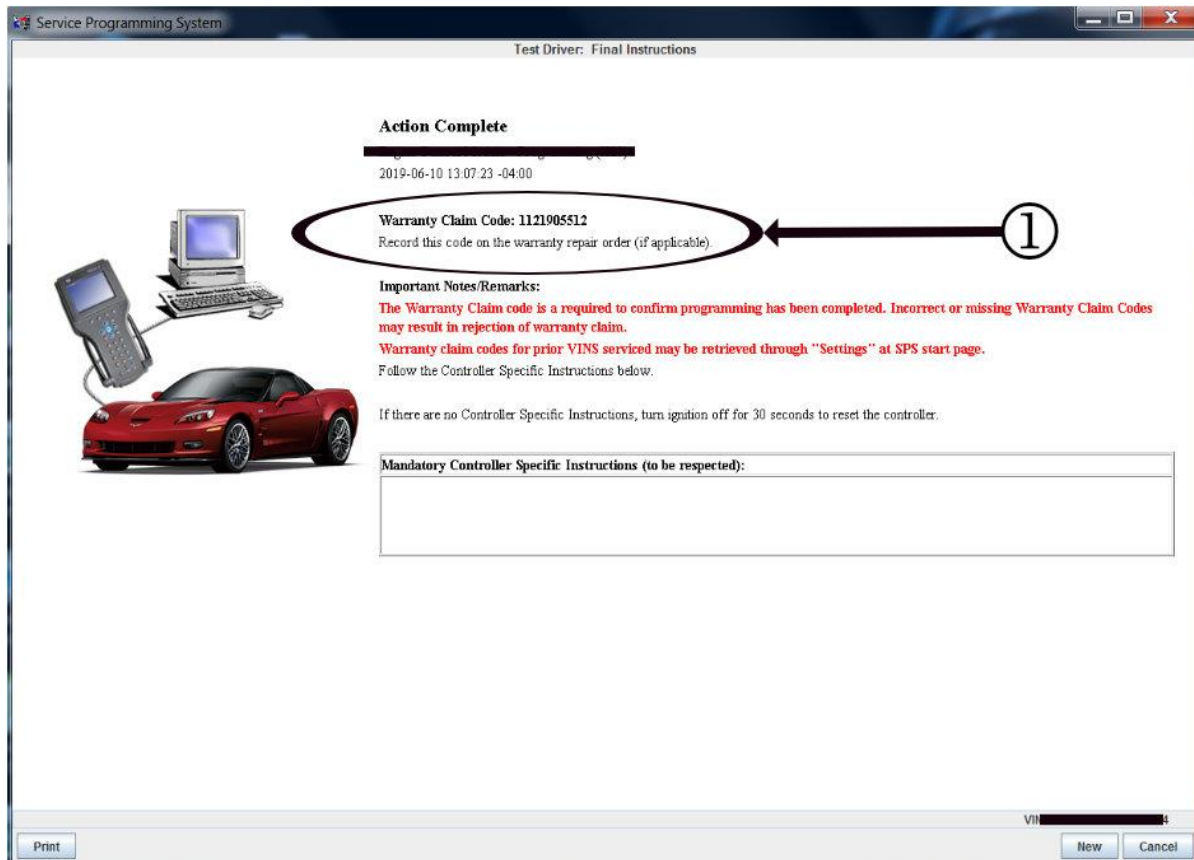
4. Select VCI programming and hit next.
5. Enter the VCI programming number provided by TCSC.
6. Once programming is finished, record the warranty claim code, cycle the key off and wait for 60 seconds before turning the vehicle back on and proceeding with the second programming event.
7. Reprogram the 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.

- Record SPS Warranty Claim Codes on job card for warranty transaction submission.
- CALIFORNIA VEHICLES ONLY: Complete a "Proof of Correction" certificate and provide to the vehicle owner upon recall completion.

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Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

*****THE FOLLOWING 2 PARAGRAPHS ARE NOT FOR CANADA OR EXPORT*****

When a California emissions recall is completed by a GM dealer, the dealer must provide the vehicle owner a "Proof of Correction Certificate" which the owner may need to present to the California Department Of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration.

Additional Certificates can be obtained, at no charge, from the 1Store application in GlobalConnect. Request GM Item Number 1825 when ordering.

Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

Customer Notification

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance.

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.



**We Support
Voluntary Technician
Certification**

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Month 2022

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

Reason for This Recall: Your 2018 model year Buick LaCrosse vehicle, equipped with a 2.5 L engine, may be equipped with an improperly functioning on-board emission-related diagnostic system that violates California and Federal standards and regulations. In these vehicles, 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.

What Will Be Done: Your GM dealer will program the ECM with corrected software. This service will be performed for you at **no charge**. Eligibility for this service will not be denied solely due to your Buick LaCrosse vehicle having non-GM parts or repairs performed by outlets other than a GM franchised dealer.

How Long Will the Repair Take? Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 35 minutes.

What You Should Do: Please contact your GM dealer as soon as possible to arrange a service date. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

Emission Law Information: In order to ensure your full protection under the emission warranty made applicable to your vehicle by state and federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.

IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Regina A. Carto
Vice President
Global Product Safety and Systems

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