

## Service Bulletin

# TECHNICAL

#### Subject: Child Safety Lock Update

Brand:	Model:	Model	Year:	VI	VIN: Engine: Tr				Transmission:
Branu.	woder.	from	to	from	to	Engine:	Transmission.		
Cadillac	CT4	2020	2022	_	_	_	—		
	CT5								

Involved Region or Country	United States, Canada, China
Condition	Some customers may comment on a message reading "UPDATE UNSUCCESSFUL." The over-the-air update was released to correct a concern with the Child Lock not working properly.
Cause	The cause of the condition may be a Body Control Module (BCM) software update that failed to complete.
Correction	The updated software is currently available in the Service Programming System (SPS) database. Reprogram the BCM with the current calibrations to resolve this concern.

## Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

- 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 <u>www.gmdesolutions.com</u> 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.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.

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

**Important:** The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

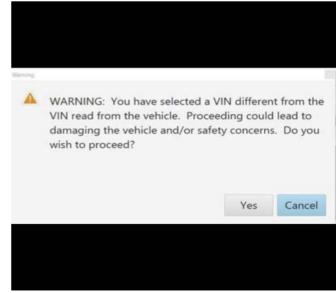
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

 The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

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

Techine Connect 2 15M	Singlet + Notes Lie Lieft  Support + Id*C + Liest anneh
	Support + 1970 + South arrest for
Wiles were the day	New works, New York
	Degrad : "co Frequi
rest:- Index Connector Note: SDE4	See Sugar of such as a second
A particular New Yorking Manually Print Valuate	A contraded to add
Post - Cataloga	
	5743

**Important:** If the vehicle VIN DOES NOT match, the message below will be shown.



Page 2

the state of the s	Connect				n horizonte da la Martina d	♥ ▲
28-68 (NRC)	14/1492	at spar		Str	past + 1870 +	Terra Dena Hanna
~		Programming	GMD in the second second give			
transfer.		a Casana	to an the segment of these -	- Q-12	Energiana	
	-	283.5		OR Grad		
		2 83/F	1025			
		5450948	54 C 264	Annual Participation		
	>	er puterta	1 1. 2. 20		•	
	5	Section in	Second 5	La base a colora		
	1	11.83	0183	100 million (100 million)		
						200-00-00-00-00-00-00-00-00-00-00-00-00-

Important: Techline Connect screen 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. Document the WCC on the job card. No further action is required. Refer to the Warranty Information section of this bulletin.

1. Reprogram the Body Control Module. Refer to *K9 Body Control Module: Programming and Setup* in the Service Manual. 5644477

5644478





**Note:** The screenshot above is 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 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 the Warranty Claim Code on the job card for warranty transaction submission.

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor 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

	VIN	Module 873 - Televatios Communication Interface	Function Descention & factors	Warranty Claim Code	
NATION A		Corros Madule	Activistics		1-2
		69 - Body Control Module 63 - Actomatic Level Control Madule	Programming C#		test test driver
		Ignition C66 Serial Data Gateway Module	Programming	-	test driver
10					
					Os Cancel

If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

- 1. Open TLC on the computer used to program the vehicle.
- 2. Select and start SPS2.
- 3. Select Settings (1).
- 4. Select the Warranty Claim Code tab (2).

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	2
Modified	Released October 10, 2022
	Revised February 02, 2023 – Added the 2020 Model Year.

GM bulletins are intended for use by professional technicians, NOT a "<u>do-it-yourselfer</u>". 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 equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, <u>DO NOT</u> assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

6125774