

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4995
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 14, 2019

Subject: N182200080 - Service Update
Decreased Acceleration - Hesitation

Models: 2019 Buick Enclave
2019 Buick LaCrosse
2019 Cadillac XT4
Equipped with 9-speed automatic transmission (RPO M3W, M3G, M3H)

To: All General Motors Dealers

General Motors is releasing Service Update N182200080 today. The total number of U.S. vehicles involved is approximately 45,204. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 14, 2019. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

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Release Date: March 2019

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.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Enclave	2019	2019	M3W	9-speed automatic transmission
Buick	LaCrosse	2019	2019	M3G	9-speed automatic transmission
Cadillac	XT4	2019	2019	M3H	9-speed automatic transmission

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 2019 Buick Enclave, 2019 Buick LaCrosse and 2019 Cadillac XT4 vehicles, equipped with a 9-speed transmission, may have a condition in which the selectable one-way clutch is not released or is stuck on. The vehicle may have a hesitation or decreased acceleration, the Check Engine Light may appear and DTC P2731 may also set.
Correction	Dealers will reprogram the transmission control module.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104354*	Verified Module Software or Calibration Level: Module Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9104167*	Transmission Control Module Reprogramming with SPS	0.7		

* To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered when submitting this transaction. Note that if multiple modules are reprogrammed, all claim codes must be entered with a comma separating each code.

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 TIS on the computer used to program the vehicle
- Select and start SPS
- 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.

Service Update

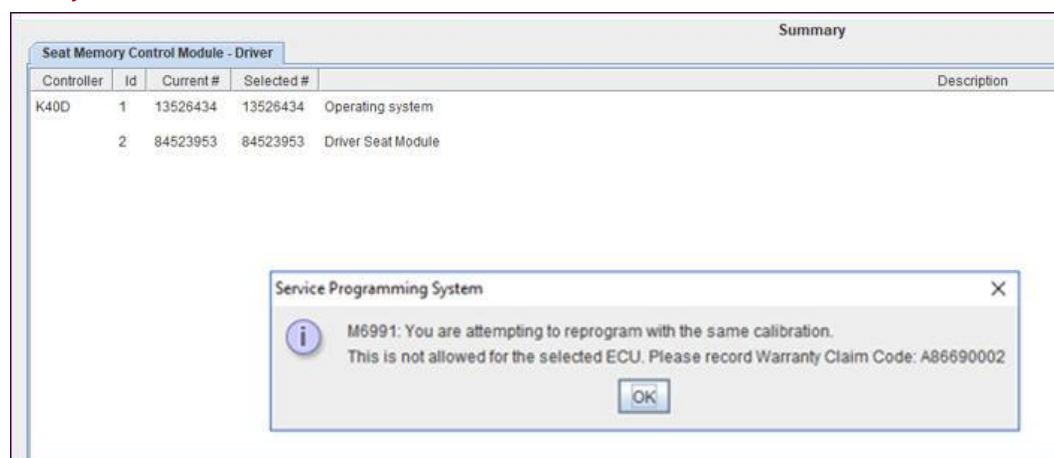
N182200080 Decreased Acceleration - Hesitation



Service Procedure

Note: Carefully read and follow the instructions below.

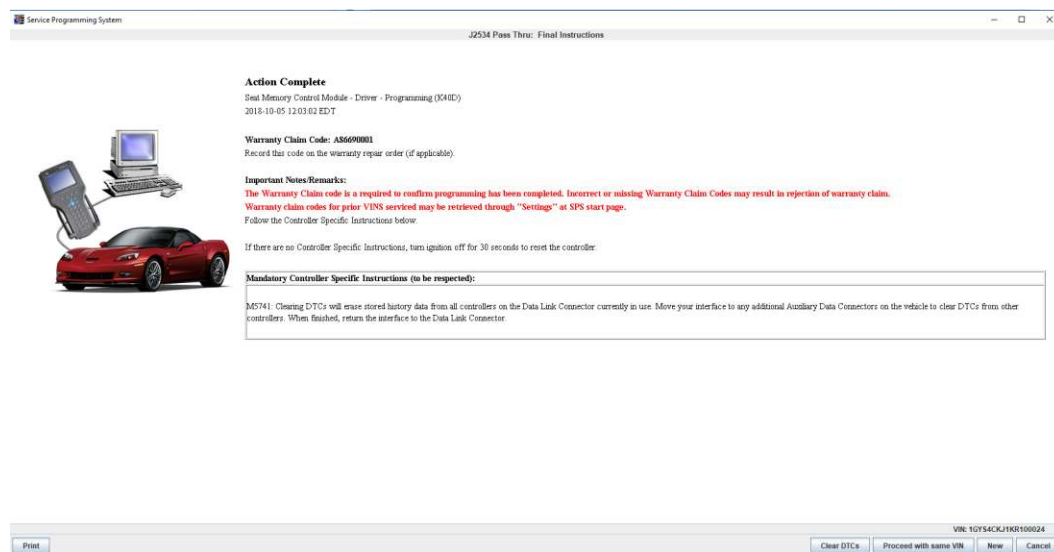
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, 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.
- 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.
- 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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Note: If the Same Calibration/Software Warning is noted on the SPS Summary screen, record the warranty claim code (WCC) and select OK and follow screen instructions. 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.

1. Reprogram the Transmission Control Module (TCM). Refer to *K71 Transmission Control Module: Programming and Setup* in SI.



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

Service Update

N182200080 Decreased Acceleration - Hesitation



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.

