

# Service Update

## 17408 CT6 LGW Turbocharger Noise/Potential Failure



**Reference Number:** N172123420

**Release Date:** November 2017

**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   |     |                          |
| Cadillac | CT6   | 2016       | 2018 | LGW | 3.0 V6 Twin-Turbo Engine |

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.

|                   |                                                                                |
|-------------------|--------------------------------------------------------------------------------|
| <b>Condition</b>  | Potential turbo turbine wheel failure/MIL illuminated with DTC P0299 or P16E7. |
| <b>Correction</b> | Reprogram ECM with a new calibration.                                          |

### Parts

No parts are required for this procedure.

### Warranty Information

| Labor Operation | Description                                  | Labor Time | Trans. Type | Net Item |
|-----------------|----------------------------------------------|------------|-------------|----------|
| 9102941*        | Engine Control Module Reprogramming with SPS | 0.3        | ZFAT        | N/A      |
| 9103492**       | Module Programming Not Required              | 0.2        | ZFAT        | N/A      |

\*To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered when submitting this transaction.

\*\* SPS Warranty Claim Code is NOT required when submitting this transaction.

### Service Procedure

**Note:** Carefully read and follow the instructions below.

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- 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. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12V 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.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
- Refer to K20 Engine Control Module: Programming and Setup in SI for additional information on programming.

**Note:** If the Same Calibration/Software Warning is noted on the SPS Controller screen, do NOT attempt to program the module. No further action is required. Refer to the Warranty section of the bulletin and use labor operation code 9103492, Module Programming Not Required.

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1. Reprogram the engine control module. Refer to *K20 Engine Control Module: Programming and Setup* in SI.
2. 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 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.



GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4606  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 3rd, 2017

Subject: 17408 - Service Update  
CT6 LGW Turbocharger Noise/Potential Failure

Models: 2016-2018 Cadillac CT6  
Equipped with LGW (3.0 V6 Twin-Turbo Engine)

To: All General Motors Dealers

General Motors is releasing Service Update 17408 today. The total number of U.S. vehicles involved is approximately 5,200. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated today, November 3rd, 2017. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS