



# Service Bulletin

File in Section: -

Bulletin No.: 18-NA-100

Date: April, 2018

## TECHNICAL

**Subject:** Super Cruise Function Difficult to Engage, Inadequate Messaging, or Service Driver Assist Message Displayed with DTC U3000.49

| Brand:   | Model: | Model Year: |      | VIN: |    | Engine: | Transmission: |
|----------|--------|-------------|------|------|----|---------|---------------|
|          |        | from        | to   | from | to |         |               |
| Cadillac | CT6    | 2018        | 2018 |      |    | All     | All           |

|                            |                                                                                                                                                                                                                                                                                                                            |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Involved Region or Country | North America and N.A. Export Regions                                                                                                                                                                                                                                                                                      |
| Additional Options (RPOs)  | Equipped with Lane Active Safety-Hands-Free Lane Following (RPO UKL)                                                                                                                                                                                                                                                       |
| Condition                  | Some customers may comment on the Super Cruise function being difficult to engage, confusing or inadequate messaging, or Service Driver Assist message displayed.<br>During diagnosis, a technician may find DTC U3000.49 (Random Access Memory (RAM) Incorrect Programming) set or stored in the Electronic Control Unit. |
| Cause                      | This may be due to calibrations concerns within the Electronic Control Unit.                                                                                                                                                                                                                                               |
| Correction                 | Update <b>BOTH</b> the Instrument Panel Cluster (IPC) and the Active Safety Control Module.                                                                                                                                                                                                                                |

### Service Procedure

If you encounter a vehicle with the above concern, complete the following:

Reprogram the IPC **AND** the Active Safety Control Module. Refer to *K124 Active Safety Control Module: Programming and Setup* and *P16 Instrument Cluster: Programming and Setup* in SI.

**Note:** The latest calibration may contain additional information for the driver regarding the availability of Super Cruise. Direct the customer to the following online Owner Manual (pages 265-268) URL for additional information:

- U.S. Owners: <https://my.cadillac.com/content/dam/gmownercenter/gmna/dynamic/manuals/2018/Cadillac/CT6/2018-cadillac-ct6-owners-manual.pdf>
- Canada English Owners: [https://my.gm.ca/content/dam/gmownercenter/gmna/GMCC/dynamic/2018/cadillac/CT6/en/18i\\_CAD\\_CT6\\_OM\\_en\\_US\\_U\\_84423351C\\_2018MAR01\\_3P.pdf](https://my.gm.ca/content/dam/gmownercenter/gmna/GMCC/dynamic/2018/cadillac/CT6/en/18i_CAD_CT6_OM_en_US_U_84423351C_2018MAR01_3P.pdf)

- Canada French Owners: An updated French language Owner Manual will soon be available in on the Cadillac Owner Centre at <https://my.gm.ca/cadillac/fr/home>

### Parts Information

No parts needed for this condition.

### Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

| Labor Operation                                          | Description                                                         | Labor Time |
|----------------------------------------------------------|---------------------------------------------------------------------|------------|
| 6480478*                                                 | Reprogram Active Safety Control Module and Instrument Panel Cluster | 0.9 hr     |
| *This is a unique Labor Operation for Bulletin use only. |                                                                     |            |

|          |                        |
|----------|------------------------|
| Version  | 1                      |
| Modified | Released April 4, 2018 |

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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