

# Service Update

## N202296490 Drive Motor Power Inverter Module



**Release Date:** June 2020

**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	2017	2018	HP9	Hybrid Propulsion – Plug-In Identifier

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>	Certain 2017 and 2018 model year Cadillac CT6 vehicles equipped with the hybrid propulsion – plug-in identifier (RPO HP9) may experience certain circumstances where the engine may not start as planned and the vehicle will run only on battery power. DTC P0AB9 may also set.
<b>Correction</b>	Dealers are to reprogram the drive motor power inverter module.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104862*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration Add: Diagnosis	0.2 0.1 – 0.5	ZFAT	N/A
9104863*	Drive Power Inverter Module (PIM) Reprogramming with SPS Add: Diagnosis	0.4 0.1 – 0.5		

**\* Important:** To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS 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.

### 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 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.

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

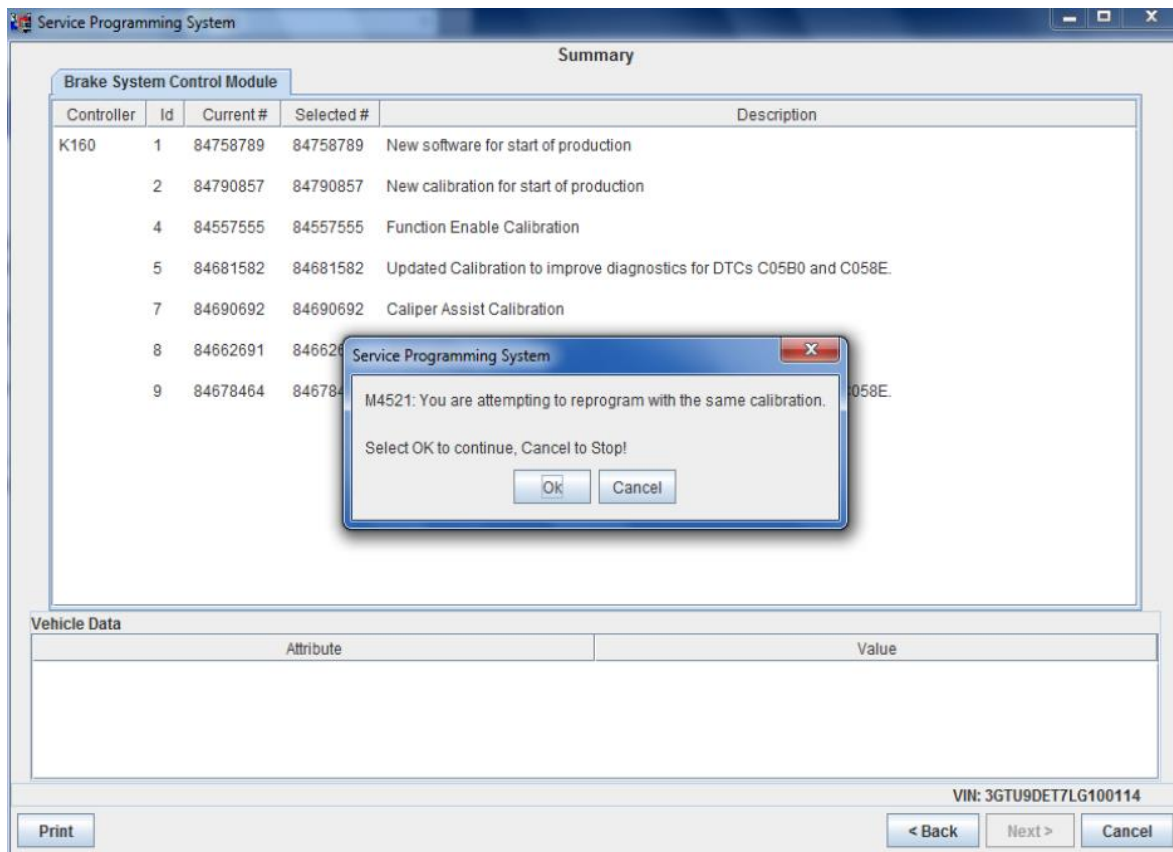
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.

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- 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](http://www.gmdesolutions.com) 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.
- 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.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



5431207

**Important:** TIS2WEB screen shown. Techline Connect screen is similar and will be included in the near future.

**Important:** If the Same Calibration/Software Warning is noted on the SPS 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.

1. Hook up the MDI or MDI2 and perform a vehicle-wide DTC Scan.

- If the vehicle does NOT have P0AB9 set or stored in history, skip to step 2.
- If the vehicle has P0AB9 set or stored in history, pull up the Freeze Frame/Failure Record for that DTC.
- Look for the parameter Autostart Attempt Failure Reasons. If the parameter reads 30580200 or 30580000, skip to step 2.
- If the Autostart Attempt Failure Reasons parameter reads anything other than 30580200 or 30580000, refer to *DTC P0AB9* in SI for diagnostic troubleshooting instructions. Follow all troubleshooting instructions until the repair is complete, and then proceed to step 2 for programming.

2. Reprogram the Power Inverter Module.

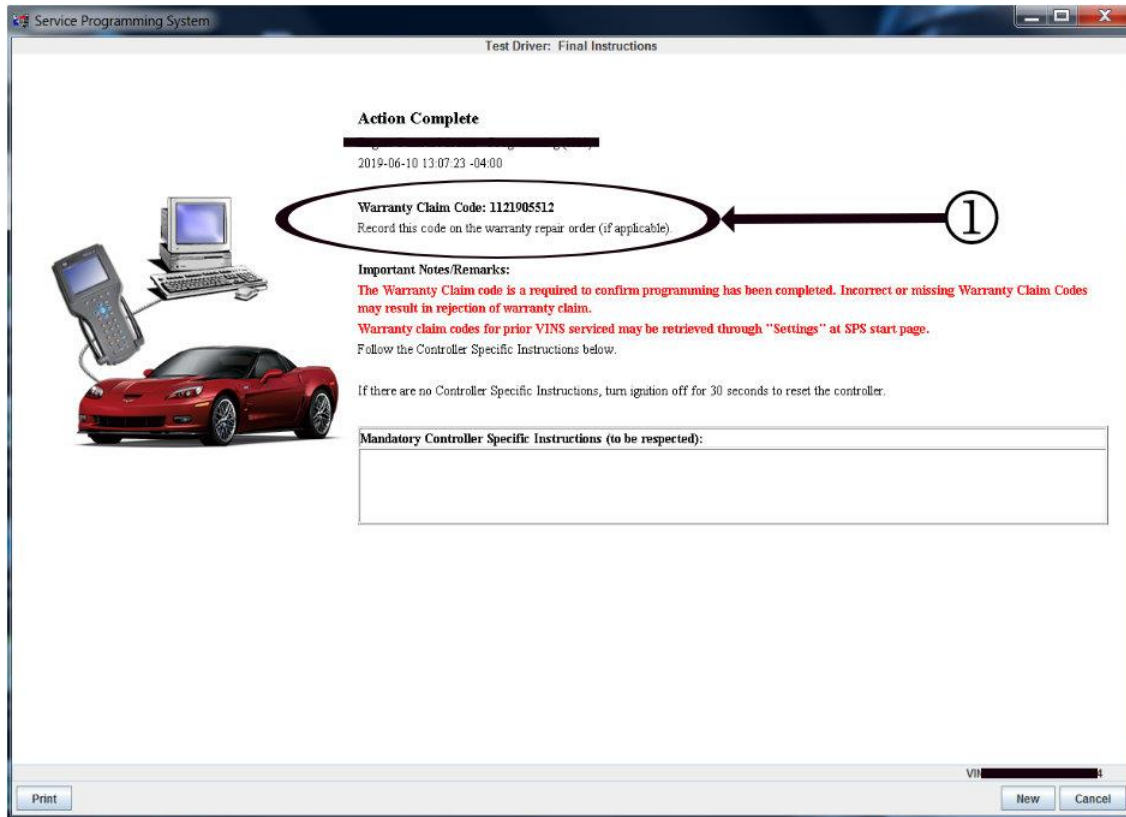
- For 2017 and earlier vehicles, refer to *Drive Motor Power Inverter Module Programming and Setup* in SI, which can be accessed via the Control Module References page.

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- For 2018 and later vehicles, refer to *T6 Power Inverter Module: Programming and Setup in SI*, which must be accessed by searching for it in the search bar.



5431209

**Important:** TIS2WEB screen shown. Techline Connect screen is similar and will be included soon.

**Important:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

- 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/repared 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.

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.



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GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5425  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 10, 2020

Subject: N202296490 - Service Update  
Drive Motor Power Inverter Module

Models: 2017 – 2018 Cadillac CT6  
Equipped with Hybrid Propulsion – Plug-In Identifier (RPO HP9)

To: All General Motors Dealers

General Motors is releasing Service Update N202296490 today. The total number of U.S. vehicles involved is approximately 521. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 11, 2020 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

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