

2020 Cadillac CT5-V: Service Bulletin: #N202312960: Service Update - Differential Control Module Startup Delay - (Nov 12, 2020)

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#N202312960: Service Update - Differential Control Module Startup Delay - (Nov 12, 2020)

Subject: N202312960 — Differential Control Module Startup Delay

Models: 2020 Cadillac CT5–V
Equipped with 3.0L Engine (RPO LGY)

Release Date: November 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.

<i>Make</i>	<i>Model</i>	<i>Model Year</i>	<i>RPO</i>	<i>Description</i>
		<i>From</i>	<i>To</i>	
Cadillac	CT5–V	2020	2020	3.0L 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.

Condition On certain 2020 model year Cadillac CT5-V vehicles, the differential control module may not properly shutdown. This can result in a delayed startup which will cause it to lose synchronization with the brake system control module.

Correction Dealers are to reprogram the brake system control module.

Parts Information

No parts are required for this repair.

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.

Online URL:

<https://www.cadillacvnet.com/knowledge-base/article/2020-cadillac-ct5-v-service-bulletin-n202312960-service-update-differential-control-module-startup-delay-nov-12-2020-42.html>