



Service Bulletin

Bulletin No.: 21-NA-011

Date: January, 2021

TECHNICAL

Subject: Malfunction Indicator Lamp (MIL) Illuminated - DTC P262B Set

This bulletin replaces PIP5754. Please discard PIP5754.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT6	2019	2020	All	All	4.2L (LTA)	All

Involved Region or Country	North America
Condition	Some customers may comment that the MIL is illuminated or was illuminated and turned off. Some technicians may find DTC P262B (Control Module Power Off Timer Performance) active or stored in history in the Engine Control Module (ECM).
Cause	This condition may be caused by the engine cooling down quicker than what the ECM expects after the vehicle is shut off and then restarted. This can occur in a windy area or if pulled into an air-conditioned garage for example. – When this happens, the diagnostic for P262B will set due to the engine temperature being cooler than what the ECM expects.
Correction	If a vehicle comes in with this DTC set, do not replace the ECM for this condition. Engineering has released an updated calibration to address this concern. It will be necessary to reprogram the ECM with the latest calibration. Once the updated calibration is installed, operate the vehicle and verify that the DTC does not return.

Service Procedure

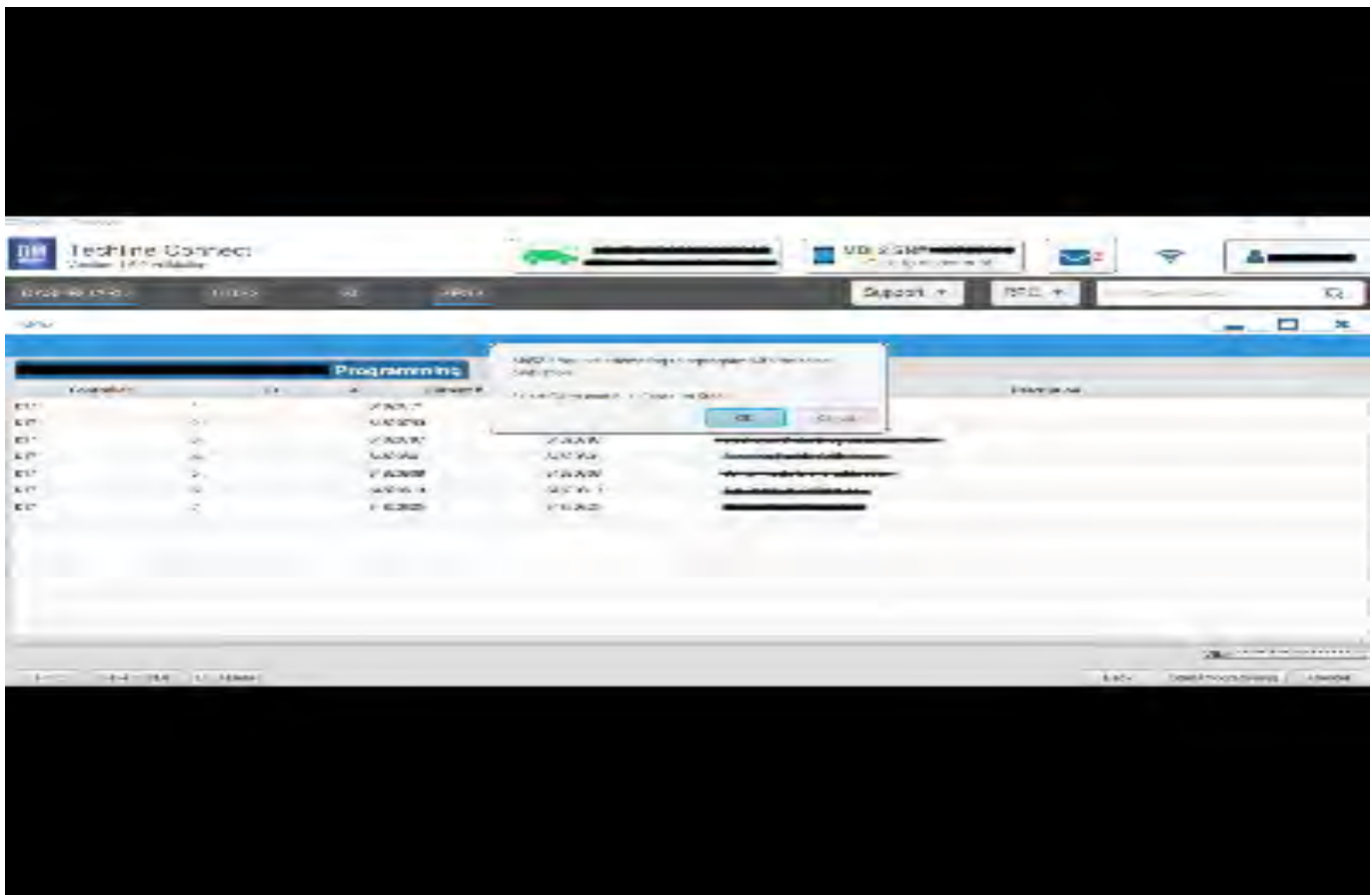
Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

Note: Carefully read and follow the instructions below.

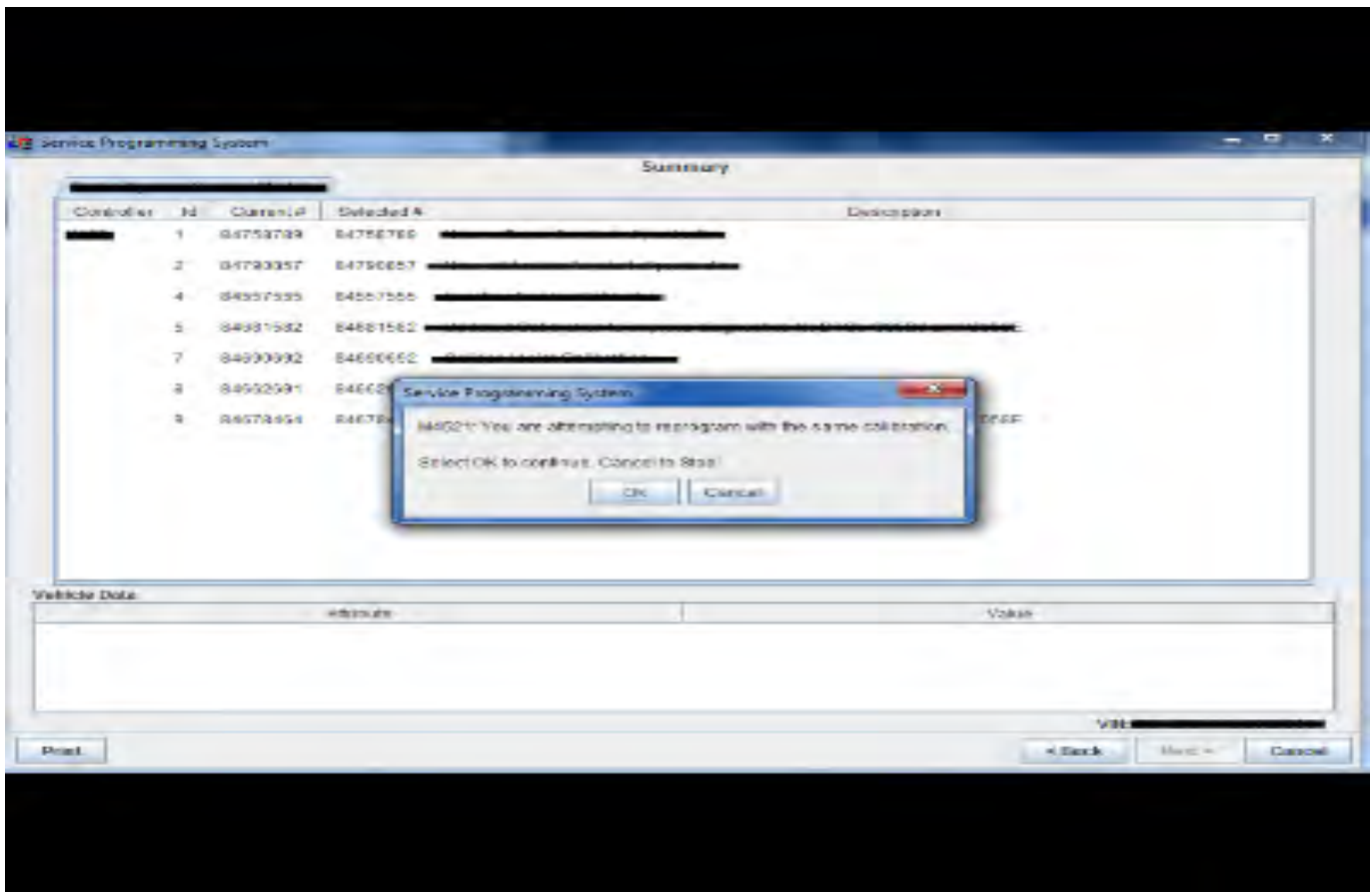
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, 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 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.
- Please verify that the radio time and date are set correctly before inserting USB drive into vehicle for programming, otherwise an error will result. (Use when applicable).
- 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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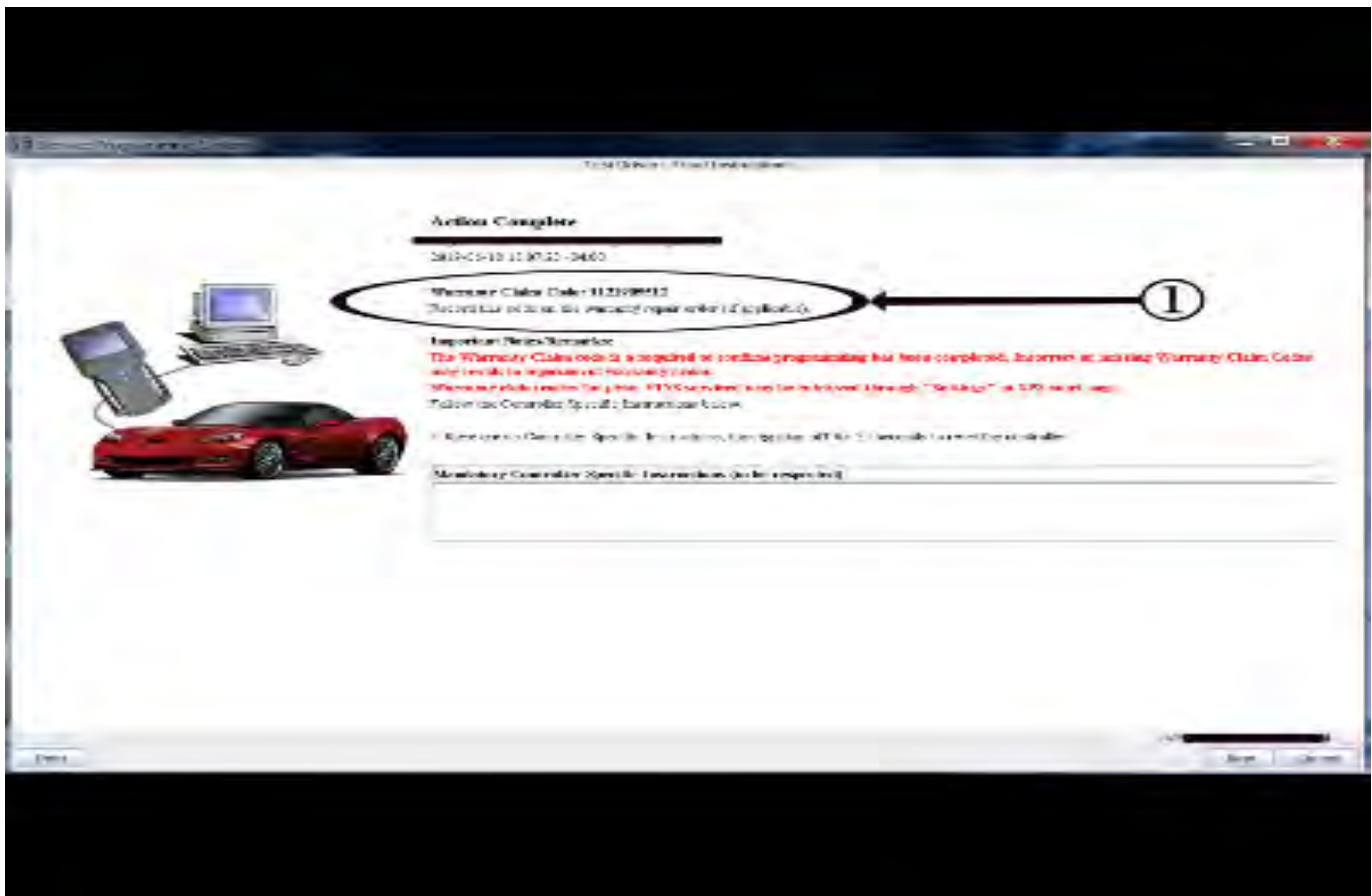
Important: Techline Connect and TIS2WEB screens shown above.

Important: If the Same Calibration/Software Warning is noted on the TLC or SPS Summary screen, select OK and follow on-screen instructions. The system will generate a warranty claim code (WCC) for documentation purposes only. Perform service information (SI) diagnostics to determine the cause of the condition. Use the applicable labor operation code when submitting a warranty claim. DO NOT use the WCC with the warranty claim submission.

Important: When programming a module in GM's new Vehicle Intelligence Platform, or VIP, the power mode (ignition) needs to be off or errors may occur. This involves the 2020 Chevrolet Corvette, Cadillac CT5 and CT4, as well as the upcoming full-size Chevrolet, GMC, Cadillac SUVs and Buick Envision. Serial Data Message Authentication also needs to have the ignition off.

1. Reprogram the ECM. Refer to *K20 Reprogram Engine Control Module* in SI. Modify as required (e.g., select x module from the controller screen. Then provide step-by-step instructions or refer to SI procedure.)





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Note: The screenshots above are an example of module reprogramming, and may not be indicative of the specific module you’re reprogramming.

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

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

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810075	Engine Control Module Reprogramming with SPS	Use Published Labor Operation Time

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/SPS2.

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:

1. Open TLC/TIS on the computer used to program the vehicle.
2. Select and start SPS/SPS2.
3. Select Settings.
4. 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.

Version	1
Modified	Released January 20, 2021

