# Helpful Tips for Technicians Performing Warranty Reprogramming Events

When reprogramming a vehicle module, technicians should follow these simple steps to avoid issues.

Certified Service

**1**



**ON THIS SCREEN:**

- Make sure that the VIN displayed is correct and matches the vehicle VIN plate. If the VIN must be entered, carefully enter the full, accurate VIN.

- Enter the job card (R.O.) number.

**2**



**ON THIS SCREEN:**

- Make sure that the CORRECT controller is selected. If following a bulletin, find the EXACT match for the controller code and description contained in the bulletin.

**3**

When reprogramming is complete, SPS will provide a Warranty Claim Code on the screen:

Techline Connect

**GM** Techline Connect
Version: 1.10.0.1 Production

DASHBOARD    GDS2    SI    SPS2

SPS2

Warranty Claim Code

**Programming Complete**
VIN - 3G1MA5E51ML100030
K193 Firewall Control Module Ignition Off - **SUCCESS**
K193 Firewall Control Module Programming - **SUCCESS**
2021-05-24 02:15:23 PM

**Job Card: test**
**Warranty Claim Code: E1YZ69485068**
The Warranty Claim code is required to confirm programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim. Wa
Record this code on the warranty repair order (if applicable).

**Post Programming Instructions**
Follow the Controller Specific Instructions below

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller

**ON THIS SCREEN:**

- CORRECTLY and LEGIBLY document the Warranty Claim Code on the job card. Your Warranty Administrator will enter your code on the claim, and it MUST match the Code on file in SPS for the transaction to successfully pay. This information is very important when recalls are involved, and is used as evidence that the vehicle has been successfully reprogrammed.

If a job card involves two or more different recalls requiring programming, make sure it is clear to your Warranty Administrator which Warranty Claim Code is associated with which recall.

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**4**

Setup - When following service or recall bulletins, Setup does not need to be performed unless the bulletin calls for both Programming and Setup. When required, complete Programming and Setup. If a separate SPS Warranty Claim Code is provided for each event, document both on the job card, noting which code is associated with the Programming event, and which is associated with the Setup event.

BULLETIN EXAMPLE

**Service Procedure**

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

1. Access the Service Programming System (SPS) and follow the on-screen instructions.
2. Perform K71 Transmission Control Module – Programming and follow the on-screen instructions.
3. Perform K71 Transmission Control Module – Setup and follow the on-screen instructions.
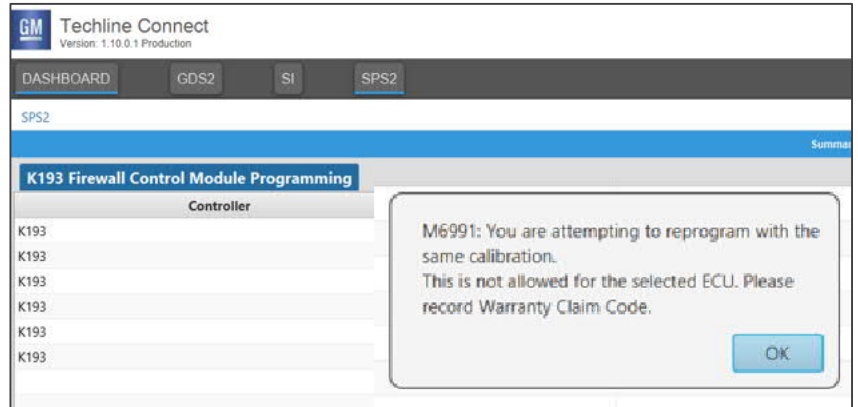4. With a scan tool, clear DTC's from the K71 Transmission Control Module.

## ⚠ 5 Is the module showing it has already been programmed?

If you are blocked from performing a reprogramming event because SPS identifies that the module already has the correct calibration, and the message provides a Warranty Claim Code, note this information and the code on the job card.

**Important:** With select recall events, SPS will allow you to continue with a programming event even if the correct program is detected.
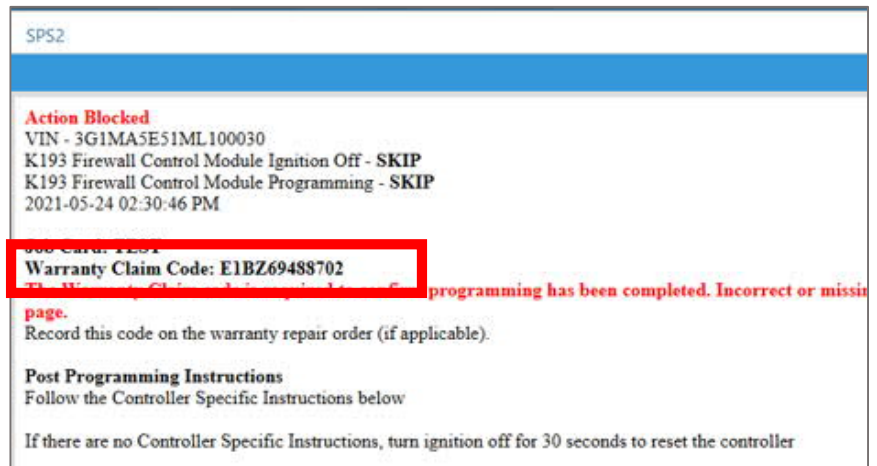
> **ON THIS SCREEN:**
> - Click OK to continue.

**GM Techline Connect**
Version: 1.10.0.1 Production

DASHBOARD | GDS2 | SI | SPS2

SPS2

Summary

**K193 Firewall Control Module Programming**

| Controller |
|---|
| K193 |
| K193 |
| K193 |
| K193 |
| K193 |
| K193 |

M6991: You are attempting to reprogram with the same calibration.
This is not allowed for the selected ECU. Please record Warranty Claim Code.

[ OK ]

> **THEN ON THIS SCREEN:**
> - CORRECTLY and LEGIBLY document the Warranty Claim Code on the job card.

SPS2

**Action Blocked**
VIN - 3G1MA5E51ML100030
K193 Firewall Control Module Ignition Off - SKIP
K193 Firewall Control Module Programming - SKIP
2021-05-24 02:30:46 PM

Job Card: TEST
**Warranty Claim Code: E1BZ69488702**
The Warranty Claim code is required to confirm programming has been completed. Incorrect or missing page.
Record this code on the warranty repair order (if applicable).

**Post Programming Instructions**
Follow the Controller Specific Instructions below

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller

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## ⚠ 6 Multiple Reprogramming Events: 
If a bulletin calls for reprogramming more than 1 module, ALL reprogramming events must be completed. Document the SPS Warranty Claims Code provided after <u>each</u> successful event on the job card. When the claim is submitted to GM, GM will check SPS logs to validate that all events have been completed. If any are missing, the claim will be rejected and the required service procedure will need to be completed.

**BULLETIN EXAMPLE**

**#N192211740-01: Customer Satisfaction Program — Super Cruise Software Update**

**Note:** If the Same Calibration/Software Warning is noted on the SPS Summary screen, record the warranty claim code (WCC) and select OK a WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the

1. Reprogram the Active Safety Control Module. Refer to *K124 Active Safety Control Module: Programming and Setup (for K124A and K124B*
2. Using GDS2, manually build the vehicle as a 2018 Cadillac CT6. You will not be able to see Digital Map Control Module data unless the veh
3. Navigate in GDS2 to the Digital Map Module and enter the Data Display screen.
4. Verify that the Digital Map Version is 84743195 or a later (numerically higher) version as shown.
   ◦ If the Digital Map Version is 84743195 or a later (numerically higher), proceed to step 5, but **do not** perform the USB Map Update.
   ◦ If the Digital Map Version is lower than 84743195, proceed to step 5 and perform the USB Map Update.
5. Reprogram the Digital Map Control Module. Refer to *K179 Digital Map Control Module: Programming and Setup* in SI.

**7**

<span style="color:orange">Retrieving a Warranty Claim Code after the programming event</span>

If you forget to document the Warranty Claim Code, or are informed by your Warranty Administrator that the Warranty Claim Code is rejecting as invalid, return to SPS to retrieve the correct Code associated with the reprogramming event.

1. Select 'SPS2' within Techline Connect

2. Select "Settings"

3. Select "Warranty Claim Code" tab



**ON THIS SCREEN:**

- Scroll through and locate the event by VIN, date and module. Document the Warranty Claim Code on the job card.