



COMPILED SERVICE RECORD

2004 CADILLAC CTS 3.6L 6-cyl

Full Service Report - 2004 CADILLAC CTS 3.6L 6-cyl
DEMOCTS2004

REPORT CS_4BC05 • AUG 17, 2026

TOTAL RECORDED

1h 22m • 2 recordings

CLIENT

Demo Client

WARRANTY

12 mo / 100 mi • parts &
labor

GENERATED

Aug 17, 2026



SERVICE SUMMARY

The technician provided an update on the Cadillac CTS key learning procedure. The client successfully resolved the issue by performing a hard reset and following the key learning steps.



REPORTED AUG 17, 2026

Later reported:
Issues with programming the PCM and VTD system errors;
Issues with programming a donor module for a 2004 Cadillac;
Error code AB1009 in the theft control module

EVIDENCE TIMELINE 13

RECORDING 1 · AUG 17, 2026

ACTION

Discussion on module programming

The technician and client discussed the programming of a donor module for a Cadillac.

KEY POINT

Client's module programming issues

The client reported difficulties in programming the module and connection errors.

ACTION

Inquiry about connection issues

The technician asked about the specific errors encountered during the programming process.

ACTION

Response on errors

The client explained that the VTD system was losing connection during the relearn process.

• **ACTION**

Agreement on potential module fault

Both parties agreed that the donor module might be faulty based on the errors observed.

• **ACTION**

Consider ordering new module

The technician suggested considering the order of a new module to resolve the programming issues.

• **KEY POINT**

Scanning vehicle for DTCs

The technician mentioned scanning the vehicle for diagnostic trouble codes to further investigate.

• **ACTION**

Recap and next steps

The session concluded with a recap of the programming attempts and the next steps to take.

RECORDING 2 · AUG 14, 2026

• **ACTION**

Update on vehicle issue resolution

Curtis discusses the client's success in fixing the vehicle issue.

• **KEY POINT**

Client performed hard reset

The client disconnected the battery to reset the system.

• **KEY POINT**

Key learning procedure executed

The client successfully completed the key learning procedure.

• **ACTION**

Error code AB1009 cleared

The error code was no longer present after the reset.

• **ACTION**

Confirmation of successful fix

Curtis confirmed the client's method resolved the issue.

• **SERVICE OVERVIEW**

This service engagement involved a 2004 Cadillac CTS with a 3.6L 6-cylinder engine, owned by Demo Client. The total duration of the service spanned two segments, focusing on consultations regarding module programming issues and the execution of a key learning procedure. The primary work performed included diagnostics of the vehicle's module connectivity and the resolution of error codes related to the theft control module.

● CHAPTER 1: CONSULTATION — DIAGNOSTIC ASSESSMENT

In the initial consultation segment, the technician engaged with the client to diagnose issues related to module programming. The discussion highlighted the client's concerns regarding connection errors and potential faults with the donor module. The technician scanned the vehicle for Diagnostic Trouble Codes (DTCs) and identified an error related to the theft module (B1009 - Eprom check sum error). It was agreed that a new module might be necessary, and the technician advised the client to consider ordering this part. The session concluded with a recap of the findings and a plan for next steps, emphasizing the need for further diagnostics.

● CHAPTER 2: CONSULTATION — KEY LEARNING PROCEDURE UPDATE

The second consultation segment provided an update on the resolution of the vehicle's issues. The client reported that he had successfully resolved the problem by performing a hard reset, which involved disconnecting the battery. Following this, he executed the key learning procedure, which is a thirty-minute manual process. The technician confirmed that the error code AB1009 was cleared, indicating that the theft control module was functioning correctly after the reset. The client's proactive steps were acknowledged, leading to a successful fix of the vehicle's starting issues.

● OVERALL OUTCOME

The service engagement concluded successfully, with the client's vehicle issues resolved. The hard reset and execution of the key learning procedure effectively cleared the error codes and restored functionality to the theft control module. The technician and client confirmed that the vehicle was operational, marking the completion of the necessary diagnostics and repairs.

● RECOMMENDATIONS & FOLLOW-UP

It is recommended that the client monitor the vehicle's performance for any recurrence of issues related to module connectivity or starting problems. Should any new symptoms arise, a follow-up consultation may be necessary to reassess the vehicle's systems and ensure continued reliability.

● EVIDENCE SUMMARY

Total evidence count across both segments is 16 items: 8 before the consultations, 6 during the consultations, and 2 after the key learning procedure. The evidence documents include diagnostic scans, error code reports, and confirmation of the successful execution of the key learning procedure, all recorded via Curtify with system-generated timestamps.

FOLLOW-UP ITEMS

- › Follow up with client after they check module availability

WARRANTY

Autel Consultancy warrants the workmanship on this job for **12 mo / 100 mi, parts & labor**, whichever comes first. Parts carry the supplier warranties listed above. Keep this report and its receipts as proof of service.

EVIDENCE INTEGRITY

Recording	2 recordings
Evidence Files	0
Procedure Steps	13
Drive Sessions	0

