

From: [Vehicle Safety Hotline](#)
To: [NHTSA ODI CED](#); [EVOQ \(NHTSA\)](#)
Subject: FW: Reference # odi 11531587
Date: Tuesday, July 11, 2023 2:24:11 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Tuesday, July 11, 2023 2:15 PM
To: Vehicle Safety Hotline <vsh@dot.gov>
Subject: Reference # odi 11531587

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----- Forwarded message -----

From: [REDACTED]
Date: Thu, Jul 6, 2023, 4:05 PM
Subject: Re: [REDACTED]
To: <CustomerAssistance@cadillac.com>, <casey.mcnare@woodhouse.com>, [REDACTED]
[REDACTED]

Hello Ladies and Gentlemen

I'm writing about my 2014 Cadillac XTS. We aquire this car in November of 2020 Certified pre-owned from Huber Cadillac in Omaha, Ne, now Woodhouse Cadillac. Spring of this year we started hearing a noisy start that would quite down shortly after the car would run for less than a minute. We could not locate the sorce of the noise. I recently replace the mass air boot, due to a rupture in the flex part of the boot, thinking that was the cause of the noisy start.

On Tuesday June 20, 2023 I was traveling at 70 mph when suddenly the engine sounded like I had an exhaust separation. I quickly pulled off the freeway and headed back to my house. I quickly noticed exhaust fumes entering the vehicle and opened the windows. I got the car home to find that the flange from the exhaust manifold to the catalytic converter had separated landing the converter into the radiator fan. Hot exhaust from the engine was pouring onto the radiator fan and wire harness for the O2 sensors. This was also the cause of the exhaust entering the cabin of the car.

In the attachments you will find photos of the converter and engine compartment. I have not started working on replacing the converter assembly yet because, I found this bulletin 17-NA-321 concerning this issues, while searching for the cause of the malfunction. The malfunction did not make sense, as I found no deterioration on the parts to cause the failure of the flange.

Please review this issue quickly as we really enjoy the XTS and would not like the Cadillac name to

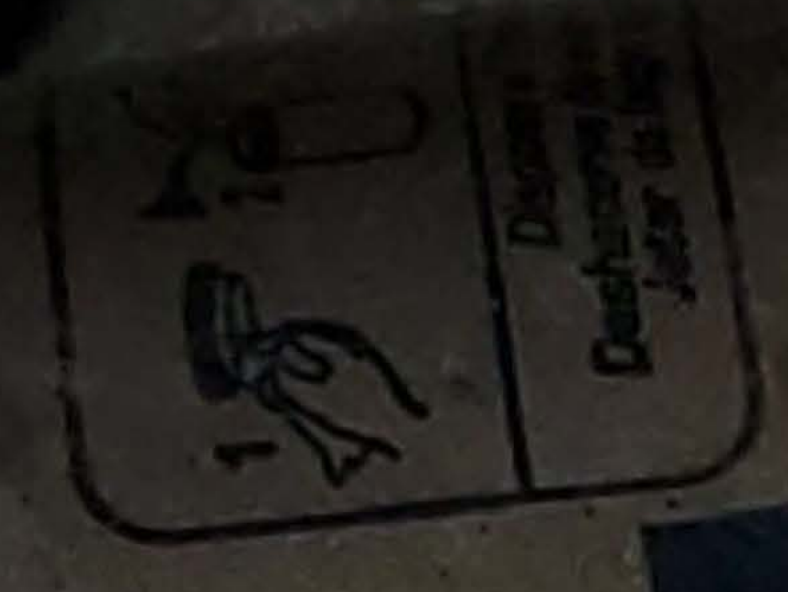
be tarnished, with a seriously dangerous issue. I travel many times with my infant daughter in the back seat.

Sincerely,

[REDACTED]



444



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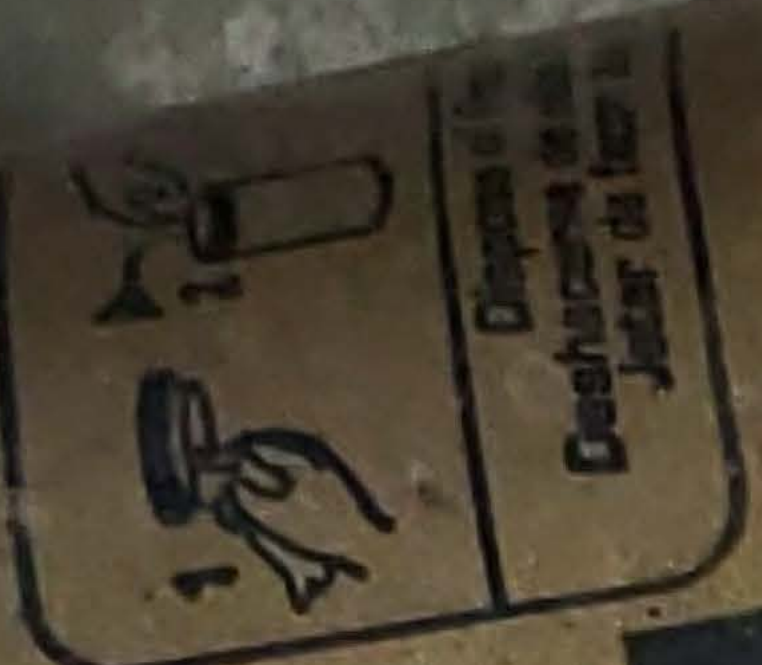
XG10575



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Change Oil
Disassemble Filter
Jeter de l'huile







Service Bulletin

Bulletin No.: 17-NA-321

Date: November, 2019

TECHNICAL

Subject: Exhaust Smell and/or Leak with Possible Malfunction Indicator Lamp (MIL) Illuminated

This bulletin replaces PIP5419B. Please discard PIP5419B.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XTS	2013	2018	SOP	Oct. 1, 2017	Equipped with 3.6L (RPO LFX)	All
Chevrolet	Impala	2014	2018				

Involved Region or Country	United States, Canada, Mexico, N.A. Export Regions
Condition	Some customers may comment on an exhaust smell and/or leak with a possible malfunction indicator lamp (MIL) illuminated. During diagnosis, a technician may find DTC P0430 and/or P0420.
Cause	This may be due to a crack around the catalytic mounting flange.
Correction	Replace the converter assembly with new service part.

Service Procedure

If you encounter a vehicle with the above concern, visually inspect the catalytic converter for cracks.

- If cracks are visually noticed, replace the affected catalytic converter. Refer to *Three-Way Catalytic Converter Replacement* in SI.
- If no cracks can be found on the catalytic converter, continue normal diagnosis referring to SI.

North America and Export Regions (Except Korea) Parts Information

Causal Part	Description	Part Number	Side
X	CONVERTER ASM-3 WAY CTLTC (W/ EXH PIPE)	20929196	Right
X	CONVERTER ASM-3 WAY CTLTC (W/ EXH PIPE)	84216836	Left

Korea Only Parts Information

Causal Part	Description	Part Number	Side
X	CONVERTER ASM-3 WAY CTLTC (W/ EXH PIPE)	20929196	Right
X	CONVERTER ASM-3 WAY CTLTC (W/ EXH PIPE)	84216838	Left

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
4050940	Three-Way Catalytic Converter Replacement	Use Published Labor Operation Time

Version	4
Modified	November 14, 2017 – Added Korea Only Parts Information. October 23, 2018 – Corrected the Part Numbers. November 13, 2019 – Corrected the Part Numbers with orientation in both Parts Information tables.

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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