

PRTS [REDACTED] - Issue Summary

Issue Number: [REDACTED]

Subject: Engine , Underhood - Knocking, Overheating

Issue Type: (Aftersales) Field Performance Report

Issue Age: 1 Days

Issue Status: Closed

Program: Escalade T1

Project: US - United States

Current Step Status: Complete

Product Line: CKtruck - Global Full Size Truck Pickup / Utility

Project Number: [REDACTED] - Current Product

Current Step Target:

Responsible:

Designee:

Severity: 1 - Potential Walk Home/No-build (Potential or Actual), Non Safety Compliance, Non Safety Regulatory

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

Field Performance Report

Vehicle Information

Vehicle Line / Engineering Source: Escalade T1

Country: US - United States

Vehicle Line: Escalade T1

Hardware Stage:

Product Line: CKtruck - Global Full Size Truck Pickup / Utility

Make: Cadillac

Project Number: T1U/YXF NA - Current Product

Model Year: 2021

Engine:

Transfer Case:

Transmission:

Axle:

Title

Part Name: Engine

Part Location: Underhood

Complaint: Knocking, Overheating

Severity: 1 - Potential Walk Home/No-build (Potential or Actual), Non Safety Compliance, Non Safety Regulatory

Origination Point: GM Internal

Dealer Number:

Field Rep Number: [REDACTED]

Emissions:

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Current Step Role Assignments

Name	Name	Date	Assignment Comments	Assigned By	Phone
BQM	Bryan Salisbury	14-Mar-2022		Amanda Greenhill	[REDACTED]
Issue Approver	Ian Scott	14-Mar-2022		Amanda Greenhill	[REDACTED]
Originator	Amanda Greenhill	14-Mar-2022		Amanda Greenhill	[REDACTED]

VIN Information

Cases

No Of Cases	Recorded By/Originator	Recorded Date
No records available		

VIN Information

Primary VIN	VIN	Build Date	Odometer Reading	Odometer Unit	Engine No	Transm. No
Y	[REDACTED]	27-Feb-2021	7148	Miles		

Affected Parts

VPPS 1: 10-Powertrain

VPPS 2: 10.01-Power Generation

VPPS 3: 10.01.01-Engine

VPPS 4:

Parts

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Part Number	Part Name
No records available	

Parts Available?:

Location of Parts
Amanda Greenhill on 14-Mar-2022 RO#: [REDACTED] TAC Case #(If Available): [REDACTED]

Problem Description

Symptoms/Complaints
Amanda Greenhill on 14-Mar-2022 Condition: The dealer replaced this engine for a P0300/P050D that was setting. They found scoring in the Original Equipment Engine. The replacement engine is overheating and is making a knocking noise. Cause: The Bank 2 head gasket was installed backwards. This was causing the overheating concern. The cylinder 6 exhaust valve seat fell out of the cylinder head. This was causing the knocking noise Correction: The dealer replaced the right-side cylinder head and installed a new head gasket correctly.

Probable Cause
No records available

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Corrective Action
No records available

Issue Status

System Reference

External System Name	External System Issue ID
No records available	

Speak Up For Safety Comments
No records available

Additional Product Issue Information
No records available

Service Actions
No records available

Is this part/component used on current program?:

Read Across Confirmed?:

Is a Program Action Plan Required?:

Tech Specialist Comments
No records available

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Issue Events

Date	Event	Code	Comment	Name
15-Mar-2022	Closed			Ian Scott

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Memos

Date Sent	Subject	Issue Step	Sent By
No records available			

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Attachments

Date	Title	Associated Step	Attached By
14-Mar-2022	[REDACTED] Field Product Report.pptx	Field Performance Report	Amanda Greenhill

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Associations

Associated Parents

Date	Subject	Issue Number	Issue Type	Issue Status	Current Step	Step Status	Step Roles	Associated By
No records available								

Associated Children

Date	Subject	Issue Number	Issue Type	Issue Status	Current Step	Step Status	Step Roles	Associated By
14-Mar-2022	Engine , Underhood - Knocking, Overheating	[REDACTED]	(PRTS) PRTS Issue	Cancelled	Definition	Suspended	Originator: Bryan Salisbury, Definition Approver: Steven Bruder	Amanda Greenhill