

# F/CMVSS Noncompliance Recall

## 18228 Adhesive on Child Seat Anchor



**Reference Number:** N182155180

**Release Date:** July 2018

**Revision:** 01

**Revision Description:** This bulletin has been revised to include a copy of the customer notification letter. Please discard all copies of bulletin 18228.

**Attention:** It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	CT6	2016	2018		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	General Motors has decided that certain 2016-2018 Cadillac CT6 vehicles may not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 225, "Child restraint anchorage systems"/Canada Motor Vehicle Safety Standard (CMVSS) No. 210.2, "Lower Universal Anchorage Systems for Restraint Systems and Booster Seats". During the vehicle assembly process, small amounts of excess structural adhesive may have been accidentally applied to one or both of the vehicle's inboard child-seat anchorage bars. Hardened adhesive may cause portions of an anchorage bar to exceed FMVSS 225/CMVSS 210.2 diameter requirements and interfere with child-seat installation.
<b>Correction</b>	Dealers will inspect the inboard child seat anchorage bars for adhesive. If found, the dealer will remove the adhesive and apply an anti-corrosion primer to the bar.

### Parts

Quantity	Part Name	Part No.
2	Retainer-Rear Seat Cushion Frame	20823966

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which rear seat cushion frame retainer to order.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103934	Remove Adhesive Material from Child Seat Anchors (includes inspection)	0.5	ZFAT	*
9103942	Inspect Only – No Further Action Required	0.2	ZFAT	N/A

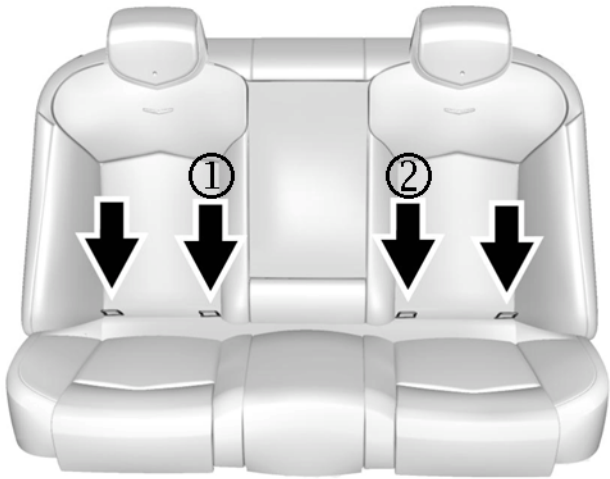
\* 3-M #08681 Single Step Primer or the equivalent (locally sourced) Not to Exceed U.S.\$2.00 per vehicle, (\$6.00 Canadian). One 125 ml. container should service 12 vehicles. Submit amount in Net/Miscellaneous.

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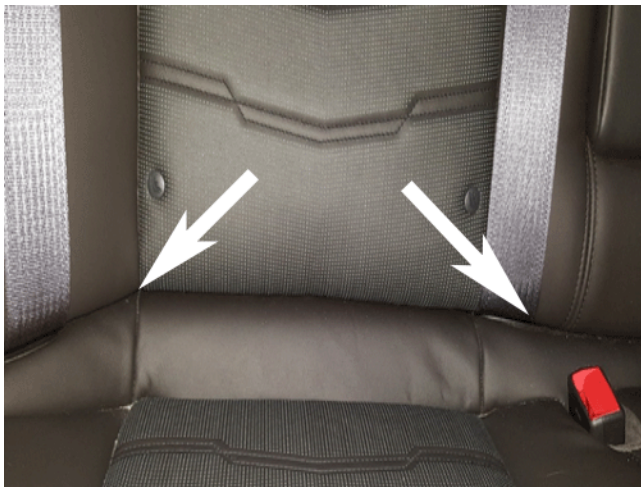


### Service Procedure

1. Open both rear doors.

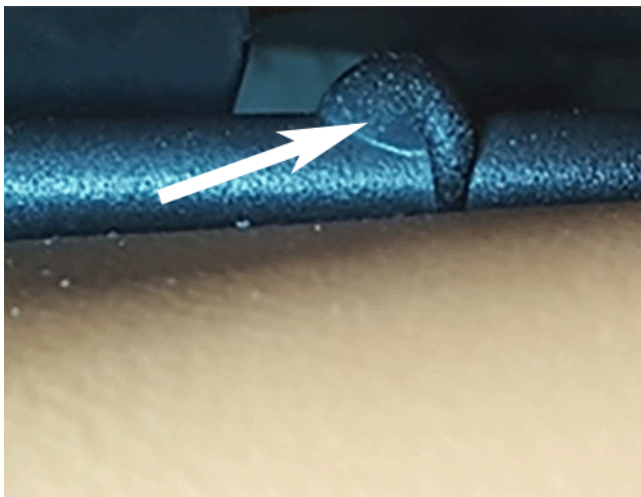


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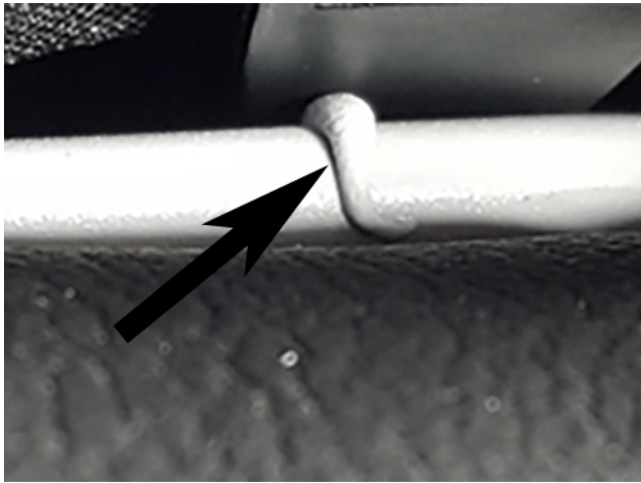
2. Locate the two-inboard child seat anchor locations (1 and 2). These child seat anchors cannot be seen, they are located between the seat back and the lower cushion.



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3. Using your hand, inspect the complete surface of the wire anchor loop and determined if any structural adhesive is present, this will be in the form of lumps or “gobs” of material on the wire loop.
  - If **no structural adhesive** is found, **no further action** is required.
  - If **any structural adhesive** is found, **proceed to step number 4**.
4. Remove the rear seat lower cushion. Refer to *Rear Seat Cushion Removal and Installation* in SI.



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5. Insert a protective layer (such as the trim removal tool shown) between the seat back surface and the two seat anchor locations.



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6. Using a flat blade screw driver and a hammer, knock off the adhesive material. Verify that all the adhesive material is removed from the two center position anchor locations.
7. Touch up any bare metal using a thin coat of (locally sourced) 3-M #08681 Single Step Primer or the equivalent. Use extreme care to not get paint on the seating surface. Ensure the paint is dry before proceeding.
8. Remove the protective measures.



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9. Using a suitable measuring tool, measure the repair area. Ensure the total diameter of the seat anchor wire does not exceed 6.1 mm. If the measurement is excessive, lightly sand the finish until the anchor wire is within specification.
10. Reinstall the lower rear seat cushion. Refer to *Rear Seat Cushion Removal and Installation* in SI.

#### **Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)**

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

#### **Dealer Responsibility – All**

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

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### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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



**We Support  
Voluntary Technician  
Certification**



# IMPORTANT SAFETY RECALL

August 2018

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

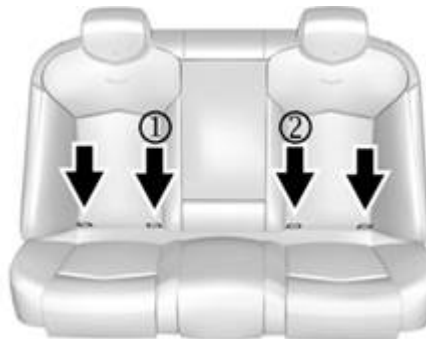
General Motors has decided that certain 2016-18 model year Cadillac CT6 vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 225. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM safety recall 18228.
- Schedule an appointment with your Cadillac dealer.
- This service will be performed for you at no charge.

### Why is your vehicle being recalled?

During assembly, small amounts of body adhesive may have been accidentally applied to one or both of the inboard lower child-seat anchor bars, which are located nearest the center of the vehicle, in the rear seat area:



The presence of hardened adhesive on the lower child-seat anchor bar(s) may cause portions of the bar(s) to be too large in diameter, interfering with child seat installation efforts.

### What will we do?

Your GM dealer will remove the rear seat cushion and clean any adhesive off of the rear seat child-seat anchor bars. This service will be performed for you at no charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual time of approximately 35 minutes.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. Until the recall repair is performed, you should install child seats in your vehicle using the vehicle's rear seat belts, in accordance with the vehicle owner's manual and child seat manufacturer's installation instructions.

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**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 18V437.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs  
Vice President  
Global Vehicle Safety

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