



Service Bulletin

PRELIMINARY INFORMATION

Subject: Information On Front Bumper Fascia To Hood And Fender Panel Paint Appearance

Models: 2014 Cadillac CTS Sedan

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

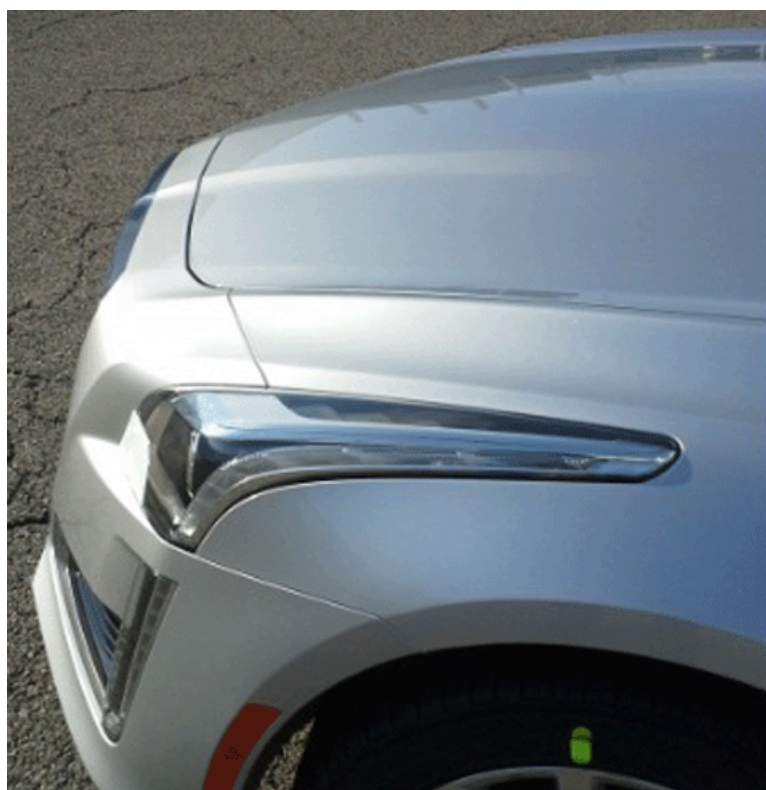
On the 2014 CTS Sedan, the geometry of the front end provides a sporty definition and highlights the depth of the design. It is intended to show the color variation created by angling the body panels a few degrees. This perception is more apparent with certain high metallic colors.

Recommendation/Instructions

Paint Process: At the time of vehicle manufacture, the complete sheet metal body of the car is painted at the same time (the body, hood, decklid and doors). The panels (doors, hood and decklid) are attached to the vehicle and in the proper position when it goes through the plant paint process. All of the panels receive the undercoat layers and top coat finishes using the same material, application process and final bake process. This continuity of process ensures a uniform paint application to the entire vehicle. The result of this extensive process is a seamless paint match over the entire vehicle.

The only major exterior panels that do not get painted during this process are the bumper fascias. The bumper fascias receive a flexible paint application using a unique process. All of the paint used in the paint process is matched to a paint color standard, ensuring that the colors are consistent from batch to batch of paint material. This color standard also ensures consistency from vehicle to vehicle.

Note: This vehicle was photographed in the morning sunlight to accentuate the metallic in the finish.



This front end photograph above was taken from a normal viewing angle. Note the slight color shift in color hood to the fascia. Also note the color match from the side surface of the fascia to the fender.



This is a photograph taken from a higher angle at the same time under identical conditions. Note the color shift on the front of the Fascia compared to the Hood and Fender.

Important: Please Do NOT perform any paint repairs for this condition.

Customer Information

Please use the following photographs and descriptions to demonstrate to the vehicle owner that what they are seeing on their vehicle is not a color mismatch, but an intended design feature.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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