



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Hood Latch Striker Weld
Expires with Base Warranty

MODELS: 2015 Cadillac ATS

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.

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to inspect the hood latch striker weld, and if necessary, replace the hood on **certain** 2015 model year Cadillac ATS vehicles. The hood latch striker reinforcement assembly produced from a specific weld fixture might not conform to Component Technical Specifications requirements. The welding between the striker wire and the reinforcement plate may have reduced strength. This condition could prevent the hood from latching. If the hood does not latch, the vehicle security indicator light will flash rapidly, the remote start will not function, and the HOOD OPEN message will appear in the Driver Information Center (DIC).

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the "Service Update Bulletin Information" link under the "Service" tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

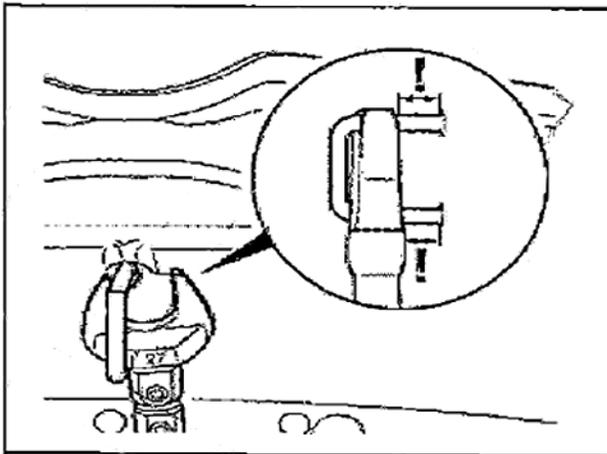
PART INFORMATION

Parts required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
23240215	HOOD ASM (EXC. B3T)	1 (if req'd)
23240216	HOOD ASM (B3T) (EXPORT),	1 (if req'd)

SERVICE PROCEDURE

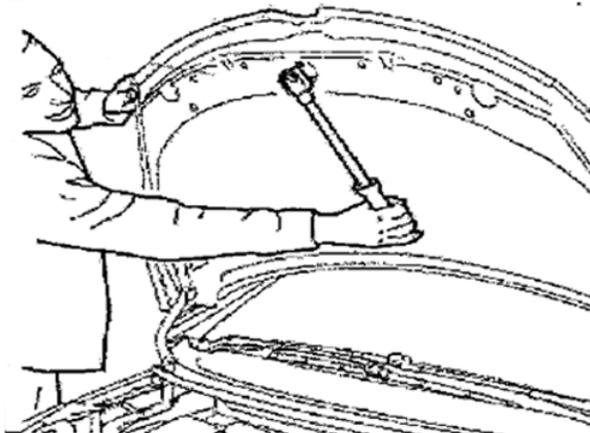
1. Open the hood.



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Note: Use of a 1" crows foot wrench is necessary to check the torque.

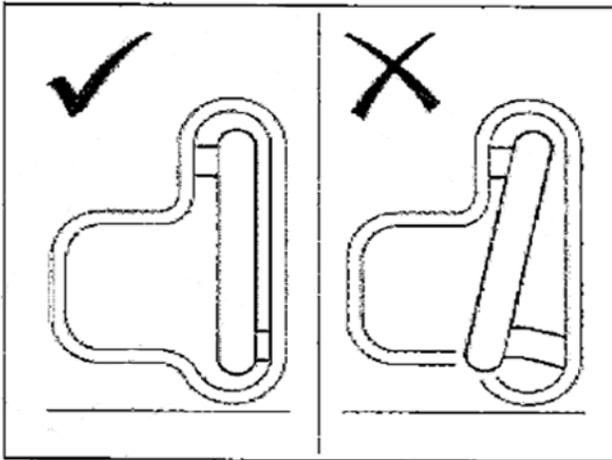
2. Position the torque wrench to the lowest position of the hood striker, as shown above.



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3. Apply 72 Nm (53 lb ft.) of torque to the striker while holding the hood with the opposite hand.

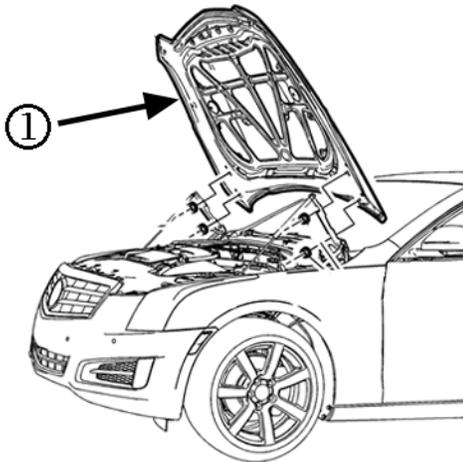
- Repeat the same test in the opposite direction.



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- Verify that the striker is not loose or bent, as shown in the example above.
 - If the hood striker does NOT show any looseness or bending, no further action is required; just verify the hood closes properly.
 - If the hood striker DOES show looseness or bending, continue on to the *Hood Replacement Procedure* below.

Hood Replacement Procedure



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- Remove the hood (1). Refer to *Hood Replacement* in SI.
- Install the new hood. Refer to *Hood Replacement* in SI

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9100953	Torque Test and Inspect Hood Striker – No Further Action Req'd	0.2	N/A
9100954	Hood Replacement (inc. inspect and 1.8 hours for paint & mix time)	2.8	*
	Add: With Tint Coat/Tri-Coat Paint	0.3	**

- * The amount identified in “Net Item” should represent the actual sum total of the current GMCC&A Dealer net price for the paint allowance (GR) needed to perform the required repairs, not to exceed \$112.18 USD, \$86.60 CAD, plus applicable Mark-Up or Landed Cost (for Export).
- ** The amount identified in “Net Item” should represent the actual sum total of the current GMCC&A Dealer net price for the paint allowance (GD) if required to perform the required repairs, not to exceed \$25.45 USD, \$28.87 CAD, plus applicable Mark-Up or Landed Cost (for Export).

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES
DCS3358
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 18, 2014

Subject: 14545 – Service Update Bulletin
Hood Latch Striker Weld

Models: 2015 Cadillac ATS

To: All Cadillac Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

General Motors is releasing Service Update Bulletin 14545 today. The total number of U.S. vehicles involved is approximately 2,100. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated September 19, 2014.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES