



# Program Bulletin

## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** ECM Wire Harness Contact

**MODELS:** 2014 Cadillac CTS  
Equipped with 3.6L Twin-Turbo Engine (LF3)

.....  
THIS PROGRAM IS IN EFFECT UNTIL FEBRUARY 28, 2017.  
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### CONDITION

On **certain** 2014 model year Cadillac CTS vehicles, equipped with a 3.6L twin-turbo engine (LF3), the engine control module wiring harness may rub on the metal edge of the alternator bracket or on a weld on the vehicle body rail. This condition could damage the wiring harness. If the wiring harness is damaged, the Check Engine Soon lamp will illuminate, the vehicle may display intermittent reduced engine power, or a fuse may blow and prevent the vehicle from starting.

### CORRECTION

Dealers are to inspect and, if necessary, repair the wire harness. Dealers are to also install a new design alternator bracket and install a mastic patch over the weld on the vehicle body rail.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel 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.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

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 program 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 program.

### PART INFORMATION

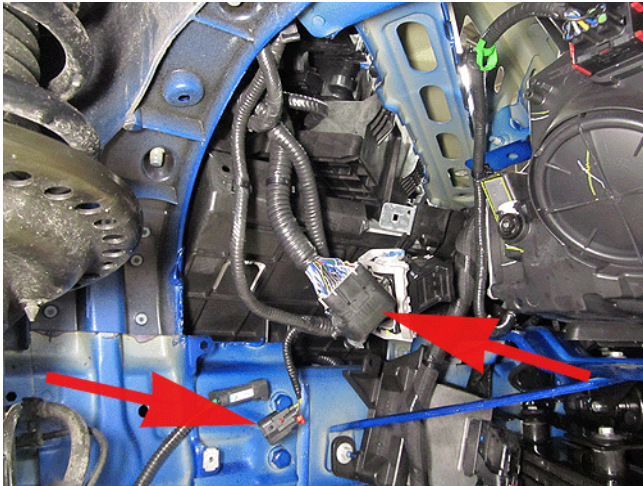
Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts.

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
23495448	Bracket, Upper Alternator Harness	1
13596786	Wire Tie Fastener	1

### SERVICE PROCEDURE

1. Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
2. Remove the front compartment front sight shield. Refer to *Front Compartment Front Sight Shield Replacement* in SI.
3. Remove the right front wheelhouse liner. Refer to *Front Wheelhouse Liner Replacement* in SI



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4. Disconnect the electrical connectors on the back of the front compartment fuse block and ECM as shown. This will assist removing the fuse block and harness.



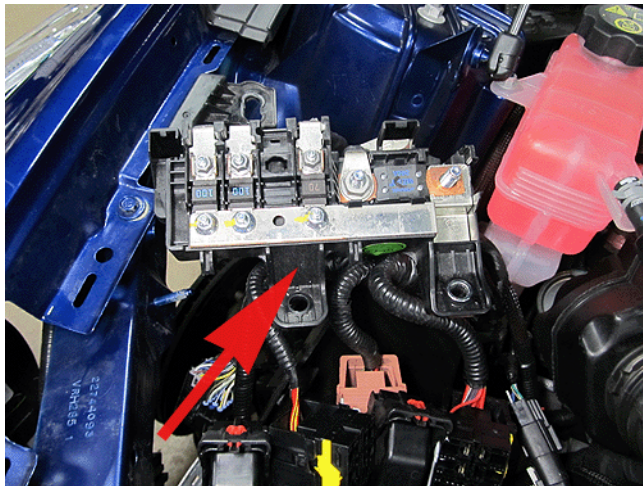
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5. Remove the front compartment fuse block housing. Refer to *Front Compartment Fuse Block Housing Replacement* in SI. See photo for hidden fastener location.
6. Remove the Engine Control Module. Refer to *Engine Control Module Replacement* in SI.



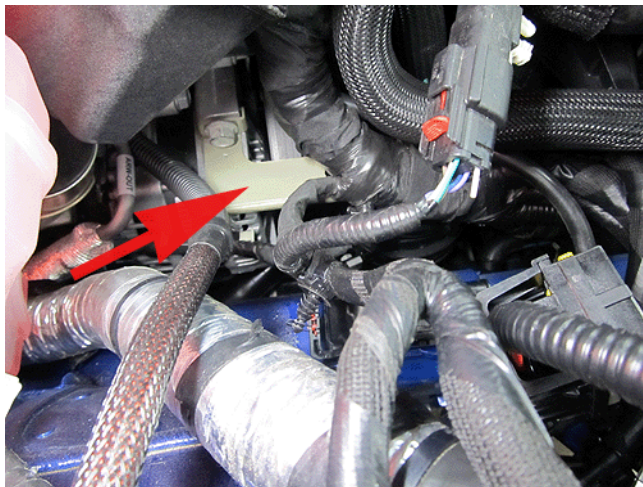
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7. Remove the ECM bracket, note the hidden fastener shown in the photo.



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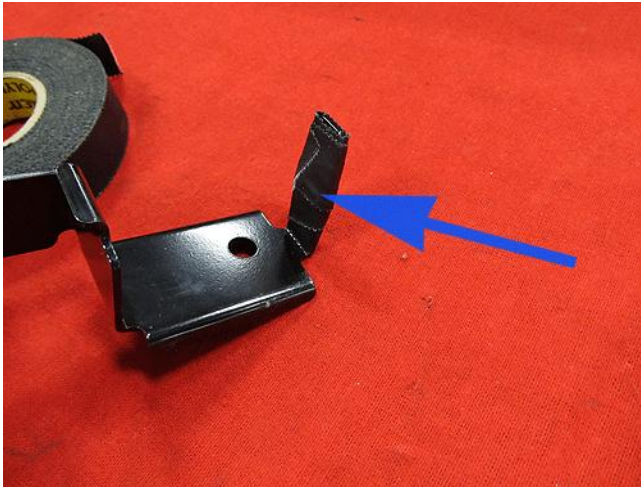
8. Remove the Pre-fuse block.
9. Position the ECM harness out of the bracket area.



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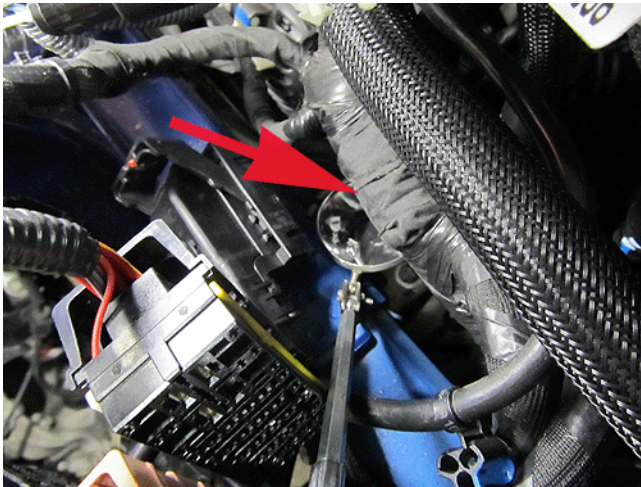
10. Remove the upper alternator harness bracket fasteners, remove and discard the bracket.





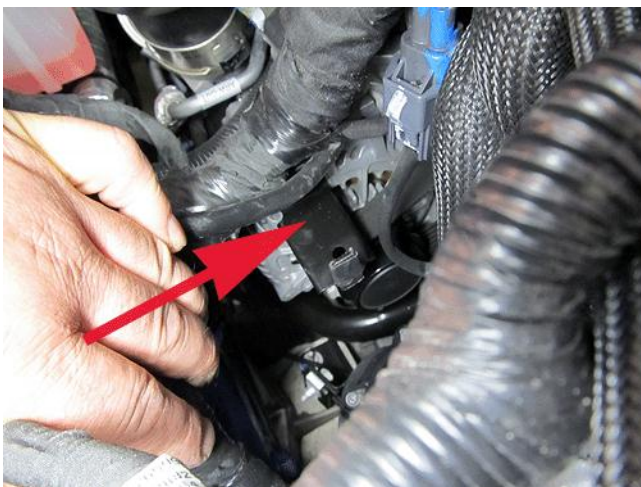
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11. Prepare the new service bracket by wrapping three layers of Electrical/Anti Abrasive tape, such as Kent Automotive Part #1089482 or the equivalent, as shown.



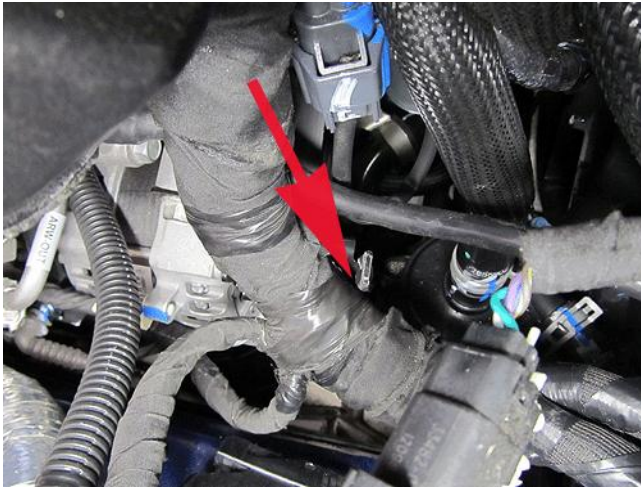
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12. Inspect the wire harness conduit and insulation for damage where it contacts the bracket, repair as required. Refer to *Repairing Damaged Wire Insulation* in SI for repair instructions. The use of a mirror as, shown will, help in locating wiring damage.



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13. Install the new upper alternator harness bracket, tighten the fastener to **15 N.m (11 lb ft)**.



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14. Inspect the position of the harness against the tab on the bracket.



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15. If the harness is tight against the bracket, adjust the angle of the tab as shown using long nose pliers.



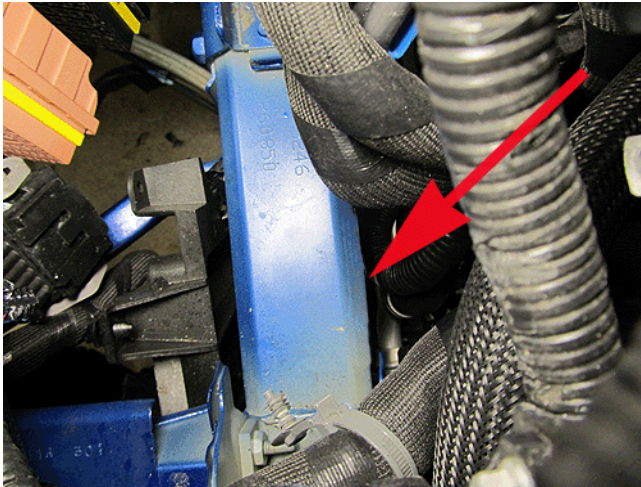
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16. Install the wire tie as shown, do not tighten.

17. Insert the pin on the wire tie into the hole on the bracket. Position the wire harness and secure with the wire tie.

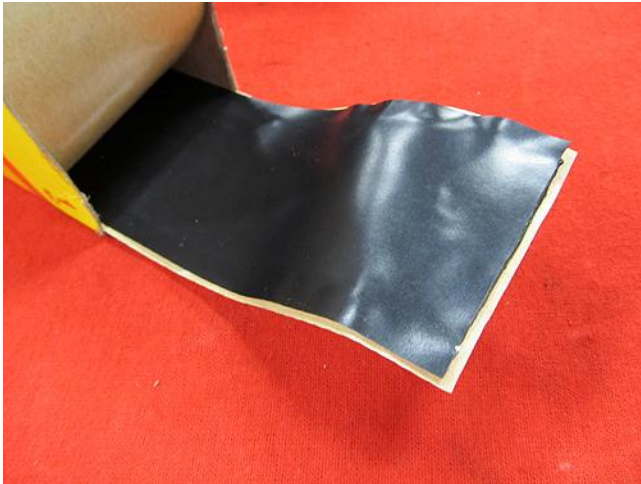
**Warning: The welds in the next step may be sharp, use care to not cut yourself.**





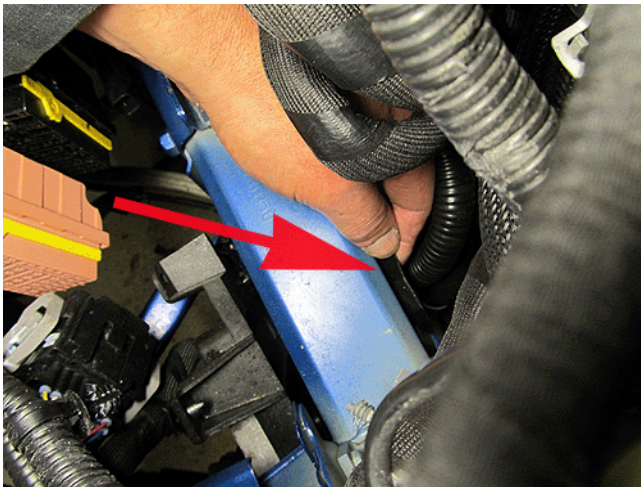
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- 18. Locate the resistance spot welds on the inner right front frame rail.



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- 19. Prepare a 200mm (4.0 in.) section of 3-M Scotch Electrical Moisture Sealant Roll #06147, or the equivalent.



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- 20. Install the material over the resistance spot welds as shown. This will prevent the rough welds from damaging the wiring harness that contacts the frame in that area.
- 21. Reinstall the Pre-fuse block.
- 22. Reinstall the ECM bracket.

23. Reinstall the Engine Control Module. Refer to *Engine Control Module Replacement* in SI.
24. Reinstall the front compartment fuse block housing. Refer to *Front Compartment Fuse Block Housing Replacement* in SI.
25. Reconnect the electrical connectors on the back of the front compartment fuse block and ECM.
26. Reinstall the right front wheelhouse liner. Refer to *Front Wheelhouse Liner Replacement* in SI
27. Reinstall the front compartment front sight shield. Refer to *Front Compartment Front Sight Shield Replacement* in SI.
28. Reconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.

### COURTESY TRANSPORTATION

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

### WARRANTY TRANSACTION INFORMATION

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

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
9100627	Install Alternator Bracket & Add Patch	1.5

### CUSTOMER NOTIFICATION

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

### DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through February 28, 2017.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. Program 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 program enters your vehicle inventory, or is in your facility for service through February 28, 2017 you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.





February 2016

Dear General Motors Customer:

We have learned that on your 2014 model year Cadillac CTS, equipped with a 3.6L twin-turbo engine, the engine control module wiring harness may rub on the metal edge of the alternator bracket or on a weld on the vehicle body rail. This condition could damage the wiring harness. If the wiring harness is damaged, the Check Engine Soon lamp will illuminate, the vehicle may display intermittent reduced engine power, or a fuse may blow and prevent the vehicle from starting.

Your satisfaction with your Cadillac CTS is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will inspect and, if necessary, repair the wire harness. Your dealer will also install a new design alternator bracket and install a mastic patch over the weld on the vehicle body rail. This service will be performed for you at **no charge until February 28, 2017**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any 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	1-800-458-8006	1-800-833-2622
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Cadillac CTS provides you many miles of enjoyable driving.

Alicia S. Boler-Davis  
Sr. Vice President  
Global Connected Customer Experience

GM CUSTOMER CARE AND AFTERSALES  
DCS3534  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 9, 2015

Subject: 14189 - Customer Satisfaction Program  
ECM Wire Harness Contact

Models: 2014 Cadillac CTS Equipped with 3.6L Twin-Turbo Engine (LF3)

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 Customer Satisfaction Program 14189 today. The total number of U.S. vehicles involved is approximately 500. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on February 23, 2015.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated February 11, 2015. A list of involved vehicles in dealer inventory is attached to this message.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available February 13, 2015.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES