

Service Update

49870 Splash Guard Damage



Reference Number: N162049870
GWM Number: 2049870

Release Date: June 2016
Revision: 00

Attention: 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.

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

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.

Condition	Certain 2016 model year Cadillac CT6 vehicles may have a condition where ground contact of the splash guards may result in breakage, severe wear of the splash guards, and potentially buckle the fender's inner flange.
Correction	Dealers will un-install the front and rear splash guards, and plug the drilled holes with push pins.

Parts

Quantity	Part Name	Part No.
6	Retainer RR W/H PN	11589289
2	Bolt RR W/H LN	11548270

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102391	Inspect for Splash Guard Installation	0.2	ZFAT	N/A
	ADD: Remove Splash Shields and Install Retainers	0.4		

Service Update

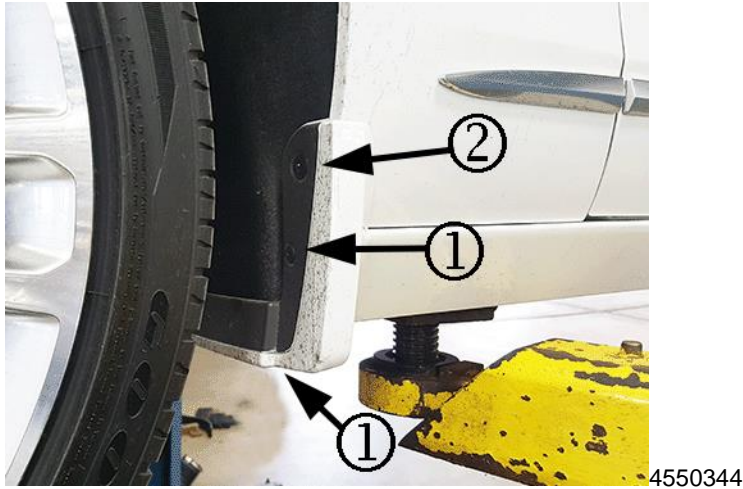
49870 Splash Guard Damage



Service Procedure

Note: If the vehicle is equipped with splash guards, follow the procedure below. If the vehicle DOES NOT have splash guards installed, close out this field action and return the vehicle to the customer.

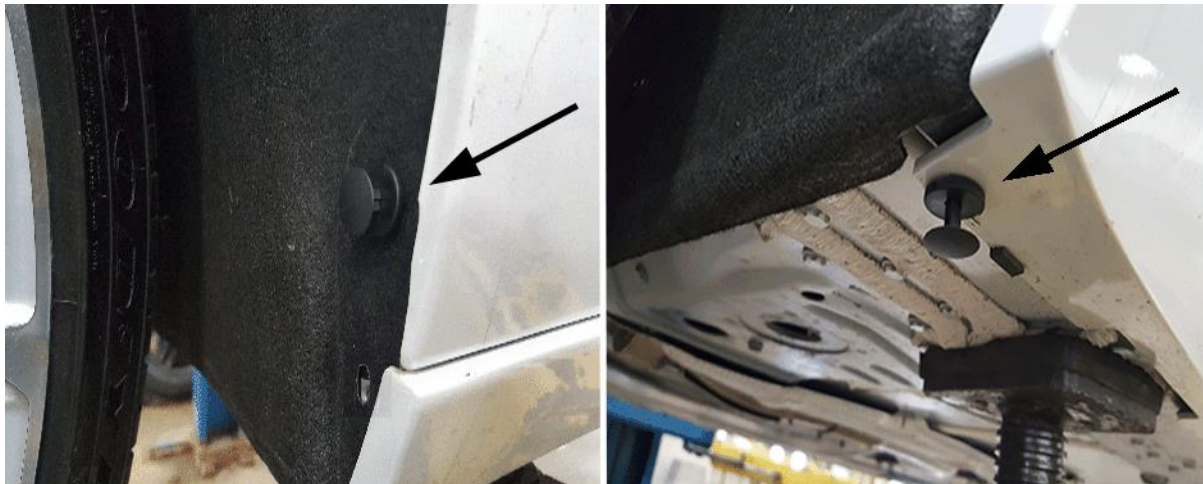
1. Raise vehicle.



2. Remove the front splash shield screws (1) and drill out rivet (2).

Note: If the finish is damaged from drilling out the rivet, use touch up paint to prevent any corrosion issues.

3. Discard the screws removed from the front splash shield.



4. Install 2 push pin retainers in the location shown above (1).

Service Update

49870 Splash Guard Damage



4550350

5. Install a new screw with washer in the location shown above.
6. Repeat the above steps for the opposite side.
7. Remove the rear splash shield screws (4) and save 2 for re-installation to the inner wheel well.



4550353

8. Remove the retaining screw clip and discard.



4550354

9. Install the 2 retaining screws removed from step 7 and install to inner wheel well screw holes.

Service Update

49870 Splash Guard Damage



4550358

10. Install a push pin retainer at the location shown.
11. Repeat steps 6-10 for the other side.
12. Clean any adhesive residue left from the splash shields with general purpose adhesive cleaner.
13. Lower vehicle.

Dealer 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.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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.



GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4096
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 30, 2016

Subject: 49870 - Service Update
Splash Guard Damage

Models: 2016 Cadillac CT6

To: All Cadillac Dealers

General Motors is releasing Service Update 49870 today. The total number of U.S. vehicles involved is 45. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated today. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS