



Service Bulletin

WARRANTY ADMINISTRATION

Subject: Warranty Administration – Collision Towing and Transport for Cadillac Aluminum Vehicles (U.S. Only)

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT6	2016	2017				

In the event of a collision, Cadillac CT6 vehicles requiring structural repairs should be sent to a Cadillac Aluminum Repair Network (CARN) facility. These approved facilities have the training, equipment and tools necessary to properly perform structural repairs, restoring the vehicle as close to its pre-collision condition as possible.

Customers Requiring Collision Towing

Customers involved in a collision requiring towing should contact Cadillac Roadside Assistance at **(800) 224-1400**. Customers can also press their blue OnStar® button to request service. OnStar or Roadside Assistance will assist customers directly in transporting any damaged CT6 to their local Cadillac Dealership. Towing to a local Cadillac Dealership is covered for a period of 6 years/70,000 miles, whichever comes first.

Dealers Requiring CT6 Transport to a CARN Facility

In the event a customer's damaged vehicle is towed to your dealership and requires aluminum structural repairs, transportation to a CARN facility can be arranged at no additional charge to the customer within the first 4 years/50,000 miles of ownership. Dealers must contact the Cadillac Collision Transport Center at **(877) 798-2989** to arrange and schedule transport of the customer's CT6 to the nearest CARN facility. **This is a dealer only phone number, only to be used for customer-owned CT6 vehicles that have been involved in a collision and require structural repair. Do not provide this number to customers.** Customers should contact (800) 224-1400 with any questions or if they desire to make arrangements themselves.

Dealer personnel should be ready to provide the following information:

- BAC
- Dealership Name & Contact Person
- VIN
- Customer name and contact information
- Location, i.e. gate access, covered structure, and condition of the vehicle to determine necessary towing equipment

The Cadillac Collision Transport Center will work with the Dealer to determine the nearest CARN location and then facilitate the transport of the vehicle. Transport is facilitated by the Cadillac Collision Transport Center as a customer courtesy within 4 years/50,000 miles, whichever comes first. Payment for the transport is handled directly between the Transport Center and the transport service within the coverage period.

Dealer owned inventory including CT6 vehicles are not eligible for complimentary transport. Dealers may utilize the Center to determine their nearest CARN facility for dealer owned CT6 vehicles but are responsible for transport arrangements and expenses.

Customer-owned CT6 vehicles requiring quarter panel replacement under the new vehicle warranty are also eligible for this service.

Warranty Information

General Motors offers an administrative allowance to dealers who inspect a vehicle involved in a collision and utilize the Cadillac Collision Transport Center to

arrange towing on a customer's behalf. Submit as follows:

Transaction Type	Labor Operation	Description	Net Item/Admin Allowance
ZREG	0602238	CT6 collision inspection	Up To \$35

Version	1
Modified	

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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