

Service Update

49560 Vehicle Shutdown No Restart



Reference Number: N162049560
GWM Number: 2049560

Release Date: September 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 an incorrect bolt installed on an engine ground that may cause a vehicle to shut down while driving, with no restart.
Correction	Inspect and, if necessary, replace ground G103 bolt.

Parts

Quantity	Part Name	Part No.
1	Bolt	11570961

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102525	Inspect G103 Bolt Add: Replace G103 Bolt	0.8 0.1	ZFAT	N/A

Service Procedure

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Remove the passenger front wheelhouse liner. Refer to *Front Wheelhouse Liner Replacement* in SI.



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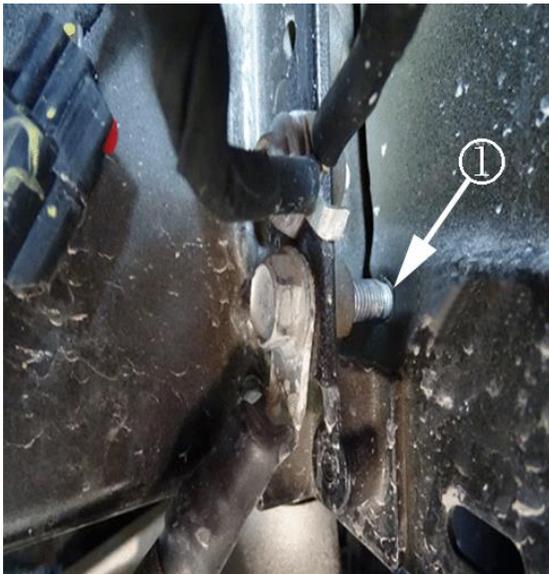
3. Locate G103.

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4. Inspect for the presence of a washer between the head of the bolt and the ground cable terminal.
 - If a washer is present, proceed to the next step.
 - If a washer is NOT present, replace the G103 bolt.



5. Inspect for the end of the bolt bottoming out against the frame (1).
 - If the bolt is NOT bottoming out against the frame, proceed to the next step.
 - If the bolt is bottoming out against the frame, replace the G103 bolt.
6. Attempt to slide a 0.5mm (0.020 in) feeler gauge between the washer and the ground cable terminal.
 - If the 0.5 mm (0.020 in) feeler gauge will NOT slide between the washer and ground cable terminal, proceed to the next step.
 - If the 0.5 mm (0.020 in) feeler gauge will slide between the washer and ground cable terminal, replace the G103 bolt.
7. Verify the G103 bolt is torqued to 22 Nm (17 lb ft).
8. Install the passenger front wheelhouse liner. Refer to *Front Wheelhouse Liner Replacement* in SI.

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9. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

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.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



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URGENT - DISTRIBUTE IMMEDIATELY

Date: September 1, 2016
Subject: 49560 - Service Update
Vehicle Shutdown No Restart
Models: 2016 Cadillac CT6
To: All Cadillac Dealers

General Motors is releasing Service Update 49560 today. The total number of U.S. vehicles involved is approximately 540. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated September 2, 2016. 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
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