

Customer Satisfaction Program

49270 Engine Oil Cooler Leak



Reference Number: N162049270
GWM Number: 2049270

Release Date: August 2016
Revision: 00

Attention: This program is in effect until August 31, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	CT6	2016	2016	LGW	Engine, 3.0L V6 Twin Turbo
				KC4	Cooling System

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, equipped with 3.0L twin turbo engine (RPO LGW), may have a condition in which engine oil may leak into the engine coolant from within the engine oil cooler core. Engine oil in the coolant system may lead to an over-temperature condition.
Correction	Inspect the manufacture date of the engine oil cooler and for presence of engine oil in the engine coolant reservoir. Replace the engine oil cooler if necessary. In rare occurrences, engine replacement may be required.

Parts

Quantity	Part Name	Part No.
1	Engine Oil Cooler Adapter	12670769
1	Engine	12672763
6	Engine Oil (5W-30 DEXOS1)	19293000 (US) 19286321 (CN)
1	Oil Filter (PF63E)	19330000
2	Engine Coolant	12346290 (US) 10953464 (CN)
6	Transaxle Torque Converter Bolt	11588468
2	Vacuum Pump Oil Outlet Pipe Seal	12650481
8	Gasket	12642684
2	Turbo Oil Feed Pipe Fitting	12676405
2	Turbo Oil Return Pipe Gasket	12628506
1	Turbo Gasket	12650953
1	Turbo Gasket	12650954
2	Turbo Air Inlet Adapter Seal	12649899
1	PCV Oil Separator	12668438
1	PCV Tube (Foul Line)	12669954
2	Charge Air Cooler Inlet Air Tube Seal	12659280
1	Transmission Fluid Cooler Pipe Fitting Seal	23135703
2	Transmission Fluid Auxiliary Cooler Retainer	23385887
2	Front Lower Control Arm Front Bolt	11547107
2	Front Suspension Strut Bolt	11561309
2	Turbo Exhaust Pipe Gasket	12638677
1	Exhaust Pipe Clamp	23436598
1	Catalytic Converter Gasket	22759470
1	Air Conditioning Compressor Hose Seal	13579646

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Warranty Information

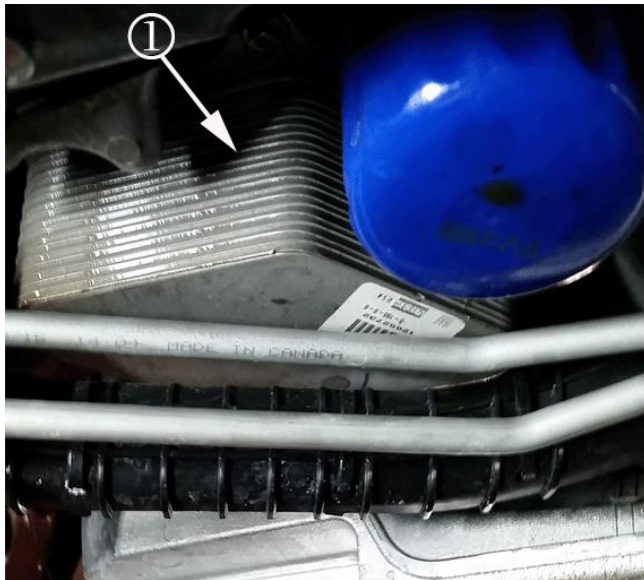
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102461	Inspect Engine Oil Cooler Add: Engine Oil Cooler Replacement Add: Engine Replacement	0.5 0.6 * 21.3 **	ZFAT	N/A

* Labor time includes replacing the engine oil cooler, draining and filling the coolant system, and performing an oil change.

** Labor time includes replacing the engine, draining and filling the coolant system, and to recover and recharge R-1234yf A/C system.

Service Procedure

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Remove the underbody front air deflector. Refer to *Underbody Front Air Deflector Replacement* in SI.
3. Remove the drivetrain and front suspension cradle plate. Refer to *Drivetrain and Front Suspension Cradle Plate Replacement* in SI.



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4. Locate the engine oil cooler (1).

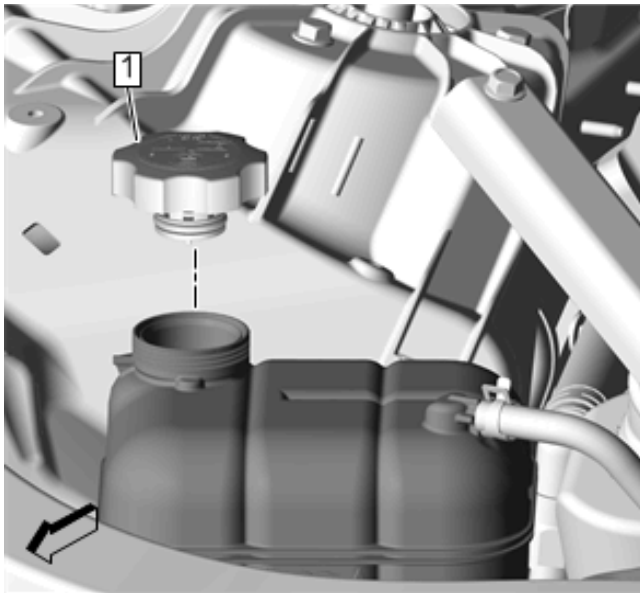
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5. Verify the Julian date (1) printed on the sticker attached to the bottom of the engine oil cooler.
 - If the Julian date is NOT 5-194 or 5-195, proceed to steps 19-21.
 - If the Julian date is 5-194 or 5-195, proceed to the next step.
6. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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Warning: To avoid being burned, do not remove the radiator cap or surge tank cap while the engine is hot. The cooling system will release scalding fluid and steam under pressure if radiator cap or surge tank cap is removed while the engine and radiator are still hot.

7. Remove the coolant pressure cap (1) from the radiator surge tank.
8. Inspect the coolant for any signs of oil contamination.
 - If oil is NOT found in the radiator surge tank, proceed to the next step.

Note: The engine is restricted from dealer ordering. Please refer to the latest version of PIP5388 for ordering instructions prior to contacting PQC at 866-654-7654.

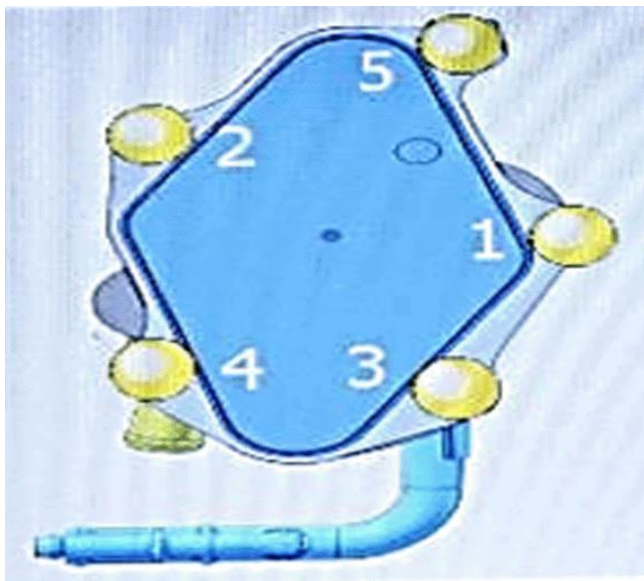
- If oil is found in the radiator surge tank, contact the Product Quality Center (PQC) for engine authorization.

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9. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
10. Drain the cooling system. Refer to *Cooling System Draining and Filling (Static with LGW LTG)*.
11. Remove the engine oil drain plug and engine oil filter. Refer to *Engine Oil and Oil Filter Replacement* in SI.
12. Remove all five bolts securing the engine oil cooler block to the engine oil cooler adapter.
13. Clean the engine oil cooler adapter mating surface of all fluids and debris with a clean shop towel.
14. Install the new engine oil cooler block.



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15. Torque the bolts to 12 Nm (9 lb ft) in the sequence shown above.
16. Install the engine oil drain plug and NEW engine oil filter. Refer to *Engine Oil and Oil Filter Replacement* in SI.
17. Verify the radiator drain cock/plug is tight.
18. Install the front bumper fascia lower stiffener. Refer to *Front Bumper Fascia Lower Stiffener Replacement* in SI.
19. Install the drivetrain and front suspension cradle plate. Refer to *Drivetrain and Front Suspension Cradle Plate Replacement* in SI.
20. Install the underbody front air deflector. Refer to *Underbody Front Air Deflector Replacement* in SI.
21. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
22. Fill the engine oil to the proper level. Refer to *Engine Oil and Oil Filter Replacement* in SI.
23. Fill the cooling system to the proper level. Refer to *Cooling System Draining and Filling (Static with LGW LTG)*.

Dealer Responsibility

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

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through August 31, 2018. 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

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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 August 31, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Section 6.1.10 – Courtesy Transportation, for details.

Customer Notification

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

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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.



**We Support
Voluntary Technician
Certification**

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August 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2016 model year Cadillac CT6 may have a condition in which engine oil may leak into the engine coolant from within the engine oil cooler core. Engine oil in the coolant system may lead to an over-temperature condition.

Your satisfaction with your CT6 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 the manufacture date of the engine oil cooler and for presence of engine oil in the engine coolant reservoir. The dealer will replace the engine oil cooler if necessary. In rare occurrences, engine replacement may be required. This service will be performed for you at **no charge until August 31, 2018**. 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.

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	1-866-982-2339	1-800-833-2622
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 CT6 provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

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GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4138
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 5, 2016

Subject: 49270 - Customer Satisfaction Program
Engine Oil Cooler Leak

Models: 2016 Cadillac CT6
Equipped with 3.0L V6 twin turbo (RPO LGW) and Cooling System
(RPO KC4)

To: All Cadillac Dealers

General Motors is releasing Customer Satisfaction Program 49270 today. The total number of U.S. vehicles involved is approximately 1,521. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on August 22, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated August 5, 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

GLOBAL SAFETY FIELD INVESTIGATIONS