

Customer Satisfaction Program

44290 Rear Door Laminated Glass



Reference Number: N162044290
 GWM Number: 2044290

Release Date: August 2016
 Revision: 00

Attention: This program is in effect until September 30, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	CTS-V	2016	2016	Y61	Advanced Security Package

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 CTS-V vehicles, equipped with the advanced security package (RPO Y61), may have a condition in which they were built with tempered glass in the rear doors instead of laminated glass. The laminated glass will help absorb impact without shattering.
Correction	Replace the glass in the rear doors.

Parts

Quantity	Part Name	Part No.
1	WINDOW RR S/D	20978534
1	WINDOW RR S/D	20978535

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102458	Rear Side Door Window Replacement - Both	1.3	ZFAT	N/A

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Service Procedure

1. Remove both rear side door windows. Refer to *Rear Side Door Window Replacement* in SI.
2. Install both rear side door windows. Refer to *Rear Side Door Window Replacement* in SI.

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 September 30, 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 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 September 30, 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).

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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September 2016

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

Dear General Motors Customer:

We have learned that your 2016 model year Cadillac CTS-V, equipped with the advanced security package, may have been built with tempered glass in the rear doors instead of laminated glass. The laminated glass will help absorb impact without shattering.

Your satisfaction with your CTS-V is very important to us, so we are announcing a program to correct this condition.

What We Will Do: Your GM dealer will replace the glass in the rear doors. This service will be performed for you at **no charge until September 30, 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. 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	1-866-982-2339	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 CTS-V provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

44290

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4167
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 26, 2016

Subject: 44290 - Customer Satisfaction Program
Rear Door Laminated Glass

Models: 2016 Cadillac CTS-V
Equipped with Advanced Security Package (RPO Y61)

To: All Cadillac Dealers

General Motors is releasing Customer Satisfaction Program 44290 today. The total number of U.S. vehicles involved is approximately 1,856. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on September 9, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated August 27, 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