

# Customer Satisfaction Program

## 48040 - Wire Harness To TCM Controller Wear-Thru Causing DTCs To Set



Reference Number: N16204804

Release Date: November 2016

Revision: 00

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

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.

<b>Condition</b>	Certain 2016 model year Cadillac CT6 vehicles, may have a condition in which a heater hose clamp at the right rear of the engine compartment may come into contact with the engine electrical harness. This contact may eventually wear the harness causing the engine to run rough and have the potential for an unwanted transmission downshift, or loss of power steering assist.
<b>Correction</b>	Inspect the vehicle for engine harness clearance. Install a revised engine harness retainer, reorient the heater hose clamp if required and repair or replace any affected wiring.

### Parts

Quantity	Part Name	Part No.
1	Automatic Transmission Retainer	15304748
1	Catalytic Converter Gasket	22759470
1	Exhaust Pipe Clamp	23436598
2	Exhaust System Front Gasket	22997477
2	Turbo Exhaust Pipe Gasket	12638677
1	Heater Inlet Hose	23507149**
2	Heater Inlet Hose Clamp	11547607**
1	Engine Harness Clip	19130464**
1	Air Conditioning Compressor and Condenser Hose Seal	13579648**
1	Air Conditioning Compressor and Condenser Hose Seal	13579646**
2	Front Suspension Strut Bolt	11561309**
2	Front Wheel Drive Shaft Nut	11612295**
2	Front Lower Control Arm Front Bolt	11547107**
8	Drivetrain and Front Suspension Cradle Bolt	11548391**
2	Engine Coolant	12346290 (US)** 10953464 (CN)**
2	Transmission Fluid Auxiliary Cooler Retainer	23385887**
As Required	Wire Splice (Salmon)	19300089**
As Required	Wire Splice (Blue)	19300090**
As Required	Wire Splice (Yellow)	19300091**
As Required (submit as Net Item)	Woven Polyester Electrical Tape (PET) – Part Number 1089482 (preferred) or Equivalent Anti-Abrasion Tape or Electrical Tape	Obtain from Kent Automotive*

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which parts to order.

\* To obtain the PET, contact Kent Automotive at 1-888-937-5368 (USA), 1-800-563-1717 (Canada), or [www.kent-automotive.com](http://www.kent-automotive.com) and request the special order part number 1089482. Dealers that do not have a Kent Automotive account or representative must advise the Customer Service Representative that the part(s) is being used for this GM bulletin to obtain special bulletin pricing. **Do not order from GMCCA.**

\*\* Part only needs to be replaced if the engine is removed from the vehicle.

# Customer Satisfaction Program

## 48040 - Wire Harness To TCM Controller Wear-Thru Causing DTCs To Set



### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102739	Inspect Engine Harness and Install Automatic Transmission Retainer LGW LGX Add: Wire Harness Repair LGX LGW	 1.5 2.0  13.1 14.0	ZFAT	*

\* The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for woven polyester electrical tape (PET) needed to perform the required repairs, not to exceed \$0.31 USD, \$0.43 CAD, plus applicable Mark-Up or Landed Cost (for Export).

### Service Procedure

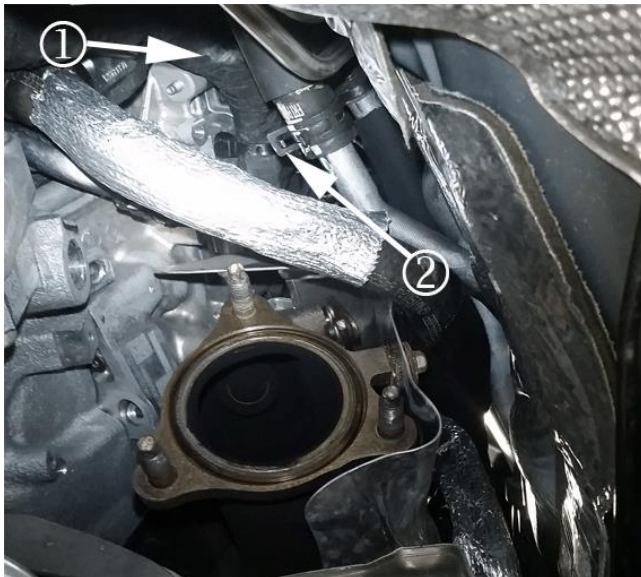
#### 3.0L Engine Harness Inspection Procedure

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

**Warning:** In order to avoid being burned, do not service the exhaust system while it is still hot. Service the system when it is cool.

**Warning:** Avoid contact with HOT components. Wear safety glasses and protective gloves to avoid personal injury.

2. Remove the right side warm up three-way catalytic converter. Refer to *Warm Up Three-Way Catalytic Converter Replacement (Right, LGW)* in SI.



4626696

3. Verify the engine harness (1) is NOT contacting the heater inlet hose clamp (2).
  - If the engine harness is NOT contacting the heater inlet hose clamp, proceed to step 4.
  - If the engine harness is contacting the heater inlet hose clamp, proceed to the Engine Harness Repair Procedure in this bulletin.

## Customer Satisfaction Program

### 48040 - Wire Harness To TCM Controller Wear-Thru Causing DTCs To Set



4626701



4626703

4. Verify the engine harness clip is secured in the correct location (1).
  - If the engine harness clip is secured in the correct location, proceed to the next step.
  - If the engine harness clip is NOT secured in the correct location, replace the engine harness clip and secure it in the upper hole as shown above.

## Customer Satisfaction Program

### 48040 - Wire Harness To TCM Controller Wear-Thru Causing DTCs To Set



4626706

5. Remove the engine harness automatic transmission retainer from the bellhousing stud (1).
6. Mark the location of the engine harness automatic transmission retainer and cut it off of the engine harness.



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7. Measure 25 mm (1 in) toward the outboard side of the vehicle and place a mark on the engine harness.



## Customer Satisfaction Program

### 48040 - Wire Harness To TCM Controller Wear-Thru Causing DTCs To Set



4626708

8. Install a NEW automatic transmission retainer (1) on the engine harness.
9. Cut the excess off of the strap and secure to the automatic transmission bellhousing stud.
10. Install the right side warm up three-way catalytic converter. Refer to *Warm Up Three-Way Catalytic Converter Replacement (Right, LGW)* in SI.
11. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

#### 3.6L Engine Harness Inspection Procedure

1. Open the hood and install fender covers.
2. Remove the intake manifold cover. Refer to *Intake Manifold Cover Replacement (LGX)*.



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3. Verify the engine harness (1) is NOT contacting the heater inlet hose clamp (2).
  - If the engine harness is NOT contacting the heater inlet hose clamp, proceed to step 4.
  - If the engine harness is contacting the heater inlet hose clamp, proceed to the Engine Harness Repair Procedure in this bulletin.

## Customer Satisfaction Program

### 48040 - Wire Harness To TCM Controller Wear-Thru Causing DTCs To Set



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4626703

4. Verify the engine harness clip is secured in the correct location (1).
  - If the engine harness clip is secured in the correct location, proceed to the next step.
  - If the engine harness clip is NOT secured in the correct location, replace the engine harness clip and secure it in the upper hole as shown above.
5. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

**Warning:** In order to avoid being burned, do not service the exhaust system while it is still hot. Service the system when it is cool.

**Warning:** Avoid contact with HOT components. Wear safety glasses and protective gloves to avoid personal injury.
6. Remove the warm up three-way catalytic converter. Refer to *Warm Up Three-Way Catalytic Converter Replacement (Right, LGX)* in SI.



## Customer Satisfaction Program

### 48040 - Wire Harness To TCM Controller Wear-Thru Causing DTCs To Set



4626706

7. Remove the engine harness automatic transmission retainer from the bellhousing stud (1).
8. Mark the location of the engine harness automatic transmission retainer and cut it off of the engine harness.



4626707

9. Measure 25 mm (1 in) toward the outboard side of the vehicle and place a mark on the engine harness.

## Customer Satisfaction Program

### 48040 - Wire Harness To TCM Controller Wear-Thru Causing DTCs To Set



4626708

10. Install a NEW automatic transmission retainer (1) on the engine harness.
11. Cut the excess off of the strap and secure to the automatic transmission bellhousing stud.
12. Install the warm up three-way catalytic converter. Refer to *Warm Up Three-Way Catalytic Converter Replacement (Right, LGX)* in SI.
13. Install the intake manifold cover. Refer to *Intake Manifold Cover Replacement (LGX)*.
14. Remove fender covers and close the hood.

#### Engine Harness Repair Procedure

1. Remove the engine from the vehicle. Refer to *Engine Replacement (LGX)* or *Engine Replacement (LGW)*.



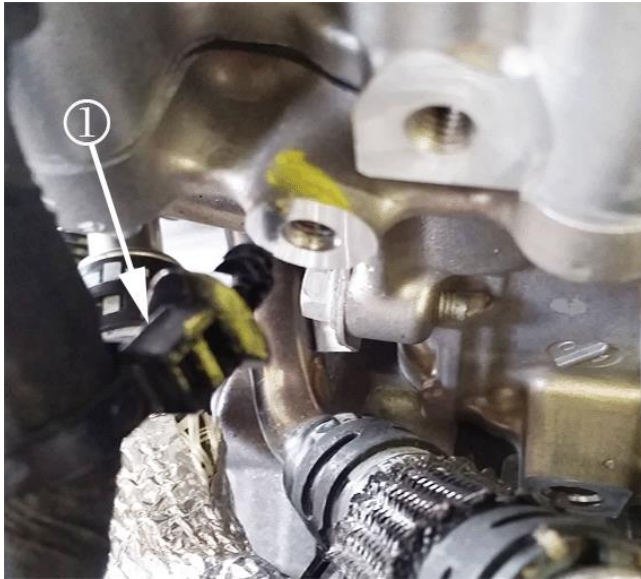
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2. Remove the electrical tape from the affected area of the engine harness.  
**Note:** If the engine wiring harness is damaged beyond repair, contact the GM Technical Assistance Center (TAC) for further assistance.
3. Repair the damaged wires. Refer to *Wire to Wire Repair - Engine Controls and Fuel* in SI.
4. Wrap woven polyester electrical tape (PET) or equivalent anti-abrasion tape or electrical tape around the spliced section of the engine harness wires.



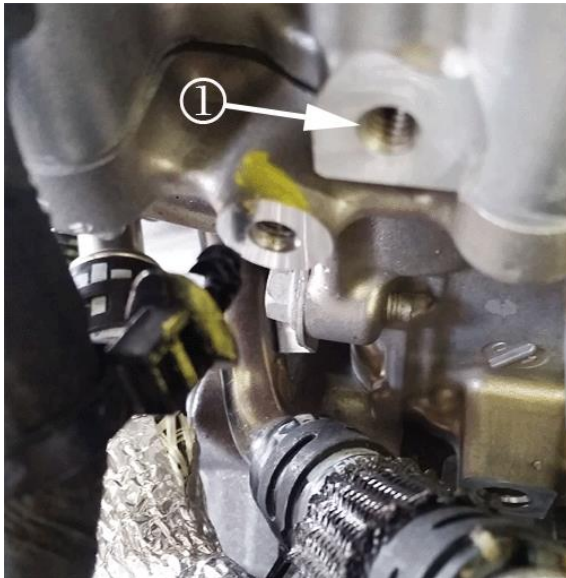
## Customer Satisfaction Program

### 48040 - Wire Harness To TCM Controller Wear-Thru Causing DTCs To Set



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5. Cut off the engine harness clip (1).



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6. Install a NEW engine harness clip and install in the upper hole (1).

## Customer Satisfaction Program

### 48040 - Wire Harness To TCM Controller Wear-Thru Causing DTCs To Set



4626706

7. Remove the engine harness automatic transmission retainer from the bellhousing stud (1).
8. Mark the location of the engine harness automatic transmission retainer and cut it off of the engine harness.



4626707

9. Measure 25 mm (1 in) toward the outboard side of the vehicle and place a mark on the engine harness.

## Customer Satisfaction Program

### 48040 - Wire Harness To TCM Controller Wear-Thru Causing DTCs To Set



4626708

10. Install a NEW automatic transmission retainer (1) on the engine harness.
11. Cut the excess off of the strap and secure to the automatic transmission bellhousing stud.



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12. Remove the heater inlet hose (1).
13. Install a NEW heater inlet hose.



## Customer Satisfaction Program

### 48040 - Wire Harness To TCM Controller Wear-Thru Causing DTCs To Set



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14. Position the front clamp in the 6 o'clock (down) position.
15. Install the engine into the vehicle. Refer to *Engine Replacement (LGX)* or *Engine Replacement (LGW)*.

#### 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 December 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 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 December 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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

## Customer Satisfaction Program

### 48040 - Wire Harness To TCM Controller Wear-Thru Causing DTCs To Set



#### 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.

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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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## 48040 - Wire Harness To TCM Controller Wear-Thru Causing DTCs To Set



December 2016

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2016 model year Cadillac CT6 may have been built with a heater hose clamp at the right rear of the engine compartment that may come into contact with the engine electrical harness. This contact may eventually wear the harness causing the engine to run rough and have the potential for unwanted transmission downshift, or loss of power steering assist.

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 your vehicle for engine harness clearance, install a revised engine harness retainer, reorient the heater hose clamp if required, and repair or replace any affected wiring. This service will be performed for you at **no charge until December 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. 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	1-800-458-8006	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 CT6 provides you many miles of enjoyable driving.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

48040



GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4260  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 17, 2016

Subject: 48040 - Customer Satisfaction Program  
Wire Harness To TCM Controller Wear-Thru Causing DTCs To Set

Models: 2016 Cadillac CT6

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 48040 today. The total number of U.S. vehicles involved is approximately 501. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on December 5, 2016.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 18, 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