



Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Oil Pickup Tube Bolt Retention

MODELS: 2016 Cadillac CTS-V Equipped with 6.2L V-8 (RPO LT4)
2016 Chevrolet Camaro SS Equipped with 6.2L V-8 (RPO LT1)

.....
THIS PROGRAM IS IN EFFECT UNTIL APRIL 30, 2018.
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CONDITION

Certain 2016 model year Cadillac CTS-V model vehicles equipped with a 6.2L V-8 (RPO LT4) and Camaro SS model vehicles equipped with a 6.2L V-8 (RPO LT1) may have a condition in which the oil pickup tube can lose connection with the oil pump due to poor retention of the pickup tube to the oil pan. If the oil pickup tube becomes loose, the vehicle will display a service engine soon light, a notification of no oil pressure, and a message to shut off the engine. If the customer ignores these warnings and continues driving the vehicle, the engine bearings may become starved of oil and the engine may fail.

CORRECTION

Dealers are to inspect the oil pan identification markings. Affected oil pans will be removed and the oil pick up tube bolts and/or oil pan will be replaced.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

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.

PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order. A quantity limiter may be in effect.

Note: Use the Vehicle Identification Number (VIN), SI and the GM Electronic Parts Catalog to determine which part to order.

Part Number	Description	Quantity/Vehicle
12639931	Oil Pan Assembly	1 (If Required)
19293000 19286321 (Canada)	Motor Oil (Dexos 1, 5-30W)	10 (If Required)
12614838	Connector-Oil Cooler Hose	2 (If Required)
88864346 88861418 (Canada)	GMS RTV Sealant	1 (If Required)
11547921	Bolt-Drivetrain And Frt. Susp. Support	4 (If Required)
19303974*	Oil Filter (PF48)	1 (If Required)
11519374*	Bolt-Oil Pickup	2 (If Required)
12621086*	Seal-Oil Pan High Pressure Port	2 (If Required)
12622368*	Seal-Oil Pan Front	1 (If Required)
OBTAIN LOCALLY*	LOCTITE 243 Blue Threadlocker	1 tube fixes approx. 12 vehicles

***Note:** These parts are only required when servicing the oil pickup fasteners. They are not required when replacing the oil pan assembly.

SERVICE PROCEDURE

Caution: If the customer indicates a low oil pressure operating condition was experienced, or the technician sees indication of a low oil pressure condition, refer to SI for proper diagnostic and repair steps.

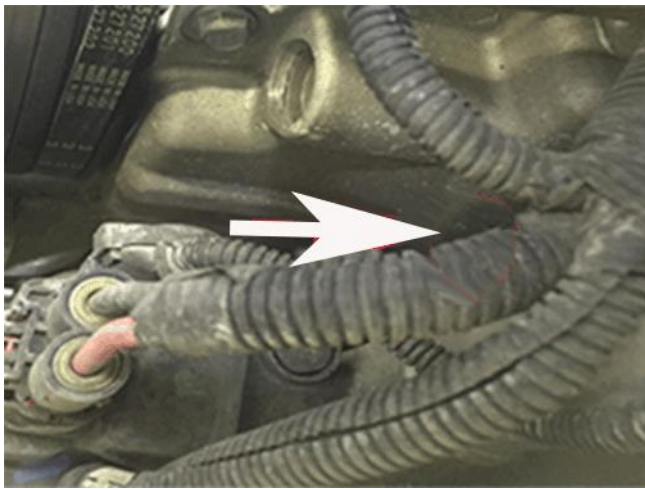


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Use the following steps to inspect the identification number on the front of the oil pan. All oil pans will have markings in this area, some are engraved and some are raised. Only vehicles with the raised cast in numbers require repair. If the oil pan has the raised casting numbers, it will be necessary to service or replace the oil pan.

INSPECTION PROCEDURE

1. Remove the left side front compartment side noise shield. Refer to *Front Compartment Side Noise Shield Replacement* for Camaro, or *Front Compartment Side Noise Shield Replacement (LT4)* for CTS-V in SI.



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2. Using a flashlight and a mirror, inspect the identification markings on the front area of the oil pan. It may be necessary to move the wiring harness to see the number.
 - If the pan has raised marking in this location the pan will need to be repaired or replaced. Proceed to the repair procedure.
 - If the raised markings are not present no further action is required.

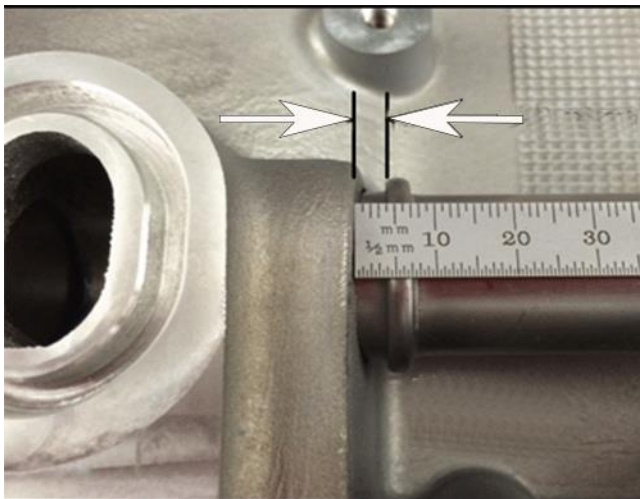
REPAIR PROCEDURE

1. Remove the oil pan. Refer to *Oil Pan Replacement* in SI.
2. Remove Oil Splash Shield (10) bolts and shield.



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3. Inspect the oil pick up tube where it joins the oil pan assembly.



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- If the bead on the pickup tube is **less than** 5.0 mm (13/64) from the oil pan port, proceed to the OIL PAN BOLT REPLACEMENT section below.
- If the bead on the pickup tube is **more than** 5.0 mm (13/64) from the oil pan port, replace the oil pan assembly. Refer to *Oil Pan Replacement* in SI.

OIL PAN BOLT REPLACEMENT



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1. Remove the two bolts retaining the pickup tube and discard bolts.
2. Clean the two bolt holes with compressed air and brake cleaner to remove any oil.
3. Apply thread locker (Loctite 243) to the threads of the two new service bolts (P/N 11519374).
4. Ensure the oil pickup is positioned correctly with the pickup tube fully seated in the oil pan port. Loosely install the bolts.
5. Tighten the two bolts: **Tighten** 9.0 N.m. (80 lb-in).
6. Reinstall the oil pan assembly. Refer to *Oil Pan Replacement* in SI.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9102147	Inspect Oil Pan Part Number (Includes Removing Necessary Trim) No Further Action Required	0.4	N/A
	ADD: Replace Oil Pan (Camaro LT-1)	8.6	
	ADD: Replace Oil Pan Pick Up Bolts (Camaro LT-1)	9.8	*
	ADD: Replace Oil Pan (CTS LT-4)	9.4	
	ADD: Replace Oil Pan Pick Up Bolts (CTS LT-4)	10.6	*

*The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A dealer net price for Threadlocker needed to perform the required repairs, not to exceed \$0.60 USD, \$0.60 CAD, plus applicable Mark-Up or Landed Cost (for Export). Dexos 1 oil required, if bulk fill may be charged at \$3.07 per quart (US) \$3.88 per liter (Canada) plus applicable Mark-Up or Landed Cost (for Export).

CUSTOMER NOTIFICATION – For US and Canada

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

CUSTOMER NOTIFICATION – For 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.

DEALER PROGRAM RESPONSIBILITY

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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 April 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 April 30, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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**

April 2016

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

Dear General Motors Customer:

We have learned that your 2016 model year Cadillac CTS-V with a supercharged 6.2L V-8 engine or Chevrolet Camaro SS equipped with a 6.2L V-8 engine may have been built with a condition in which the oil pickup tube can lose connection with the oil pump due to poor retention of the pickup tube to the oil pan. If the oil pickup tube becomes loose, you may experience a Service Engine Soon light, a notification of no oil pressure, and a message to shut off the engine. If you continue to drive the vehicle, the engine bearings may become starved of oil and the engine may fail.

Your satisfaction with your Cadillac CTS-V or Chevrolet Camaro SS 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 oil pan identification markings and if necessary replace the oil pick up tube bolts and/or oil pan. This service will be performed for you at **no charge until April 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. .

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
Chevrolet	1-800-630-2438	1-800-833-2438
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 GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

30990

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS3989
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 7, 2016

Subject: 30990 - Customer Satisfaction Program
Oil Pickup Tube Bolt Retention

Models: 2016 Cadillac CTS-V Equipped with 6.2L V-8 (RPO LT4)
2016 Chevrolet Camaro SS Equipped with 6.2L V-8 (RPO LT1)

To: All Cadillac and Chevrolet Dealers

General Motors is releasing Customer Satisfaction Program - 30990 today. The total number of U.S. vehicles involved is approximately 7,688. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin the week of April 25, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system has been updated April 7, 2016. A list of involved vehicles in dealer new inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS