

Customer Satisfaction Program

16088 Cylinder Head Gasket Damage



Reference Number: N162069400

Release Date: February 2017
Revision: 00

Attention: This program is in effect until March 31, 2019.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	LaCrosse	2017	2017	LGX	3.6L V-6 DFI Engine
Cadillac	CT6	2017	2017	LGX	3.6L V-6 DFI Engine
Cadillac	CTS	2017	2017	LGX	3.6L V-6 DFI Engine
Cadillac	XT5	2017	2017	LGX	3.6L V-6 DFI Engine
Chevrolet	Camaro	2017	2017	LGX	3.6L V-6 DFI Engine
GMC	Acadia	2017	2017	LGX	3.6L V-6 DFI Engine

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 2017 model year Buick LaCrosse, Cadillac CT6, CTS, and XT5, Chevrolet Camaro, and GMC Acadia vehicles equipped with a 3.6L LGX engine, may have a condition in which oil is starved to the overhead left side intake camshaft journals and the two #2 cylinder intake valve stationary hydraulic lash adjuster due to the hole not punched thru on the left side cylinder head gasket. The customer may encounter higher than normal noise levels with the potential for severe damage to the timing chain, camshaft and engine.
Correction	The left side cylinder head gasket will be replaced. The related valve-train parts are to be inspected for damage and replaced if necessary.

Parts

Transverse Engine Applications

Note: Do not replace parts unless damaged

Quantity	Part Name	Part No.
8	ADJUSTER ASM-DUAL FEED HYD VLV LASH	12659430
8	ARM ASM-VLV RKR SWITCHING	12666601
8	ARM ASM-VLV RKR	12654646
1	CAMSHAFT ASM-INT	12626896
1	HEAD ASM-CYL (W/ VLV)	12668131
1	VALVE ASM-VLV RKR ARM OIL	12672704
3	BOLT, CYL HD	11547584
8	BOLT, CYL HD	11547020
1	GASKET-CYL HD	12647574
6 Quarts	OIL- AC DELCO DEXOS1 5W30	19293000 (19286321 Canada)
1	OIL FILTER	19330000
1 Gallon	ENGINE COOLANT - DEXCOOL OR EQUIVALENT	12378390 (10953456 Canada)

Longitudinal Engine Applications

Note: Do not replace parts unless damaged

Quantity	Part Name	Part No.
8	ADJUSTER ASM-DUAL FEED HYD VLV LASH	12659430
8	ARM ASM-VLV RKR SWITCHING	12666601
8	ARM ASM-VLV RKR	12654646
1	CAMSHAFT ASM-INT	12626896
1	HEAD ASM-CYL (W/ VLV)	12668131
1	VALVE ASM-VLV RKR ARM OIL	12672704
3	BOLT, CYL HD	11547584
8	BOLT, CYL HD	11547020

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1	GASKET-CYL HD	2647574
1	SEAL, A/C CMPR	13579646
1	SEAL, A/C EVPR	13579648
1	GASKET EXH SYS FRONT	22997477
1	GASKET CTLTC CON	22759470
2	BOLT RR SUSP AWD/RWD	11561309
2	BOLT FRT LWR CONTROL AWD/RWD	11547108
2	NUT, RR WHL DRV UJT SHF AWD/RWD	11612295
2	RING, FRT WHL DRV INTER SHF RET	23269759
1	SEAL, FRT WHL DRV INTER SHF (O-RING)	23269758
8	CRADLE BOLTS	11548391
1	OIL FILTER	19330000
6 Quarts	OIL - AC DELCO DEXOS1 5W30	19293000 (19286321 Canada)
1	SEALANT - GM/AC DELCO TEFLON PIPE AND THREAD SEALANT OR EQUIVALENT	19333512
1	THREADLOCKER	19332211 (10953488 Canada)
1	THREADLOCKER - MEDIUM STRENGTH THREADLOCKER - LOCTITE 242 OR EQUIVALENT	19333511 (10953489 Canada)
1	FLUID, TRANSFER CASE - SYNTHETIC TRANSFER CASE FLUID	19331044 (19331045 Canada)
1	TEFLON SEALANT - LIQUID TEFLON SEALANT OR EQUIVALENT	12346004 (10953480 Canada)
1	ADHESIVE, THREADLOCKER - GENERAL PURPOSE RED OR EQUIVALENT	19332211 (Canada)
1 Quart	TRANSMISSION FLUID - AW-1 AUTOMATIC TRANSMISSION FLUID	19331925 (19300537 Canada)
1 Gallon	ENGINE COOLANT - DEXCOOL OR EQUIVALENT	12378390 (10953456 Canada)

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102999	Inspect and Replace Cylinder Head Gasket Acadia ATS Camaro CTS CT6 LaCrosse XT5	17.6 21.6 20.3 13.7 22.6 15.9 17.6	ZFAT	N/A
ADD	Replace Dual Feed Hydraulic Valve Lash Adjusters-One Acadia ATS Camaro CTS CT6 LaCrosse XT5	3.5 3.7 3.7 12.9 3.2 4.8 3.5		
ADD	Replace Dual Feed Hydraulic Valve Lash Adjusters-Each Additional	0.3		

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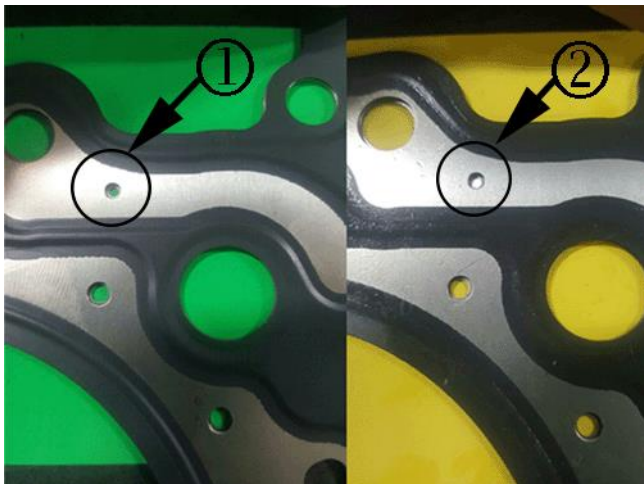


ADD	Replace Valve Rocker Arms-One Acadia ATS Camaro CTS CT6 LaCrosse XT5	3.5 3.7 3.7 12.9 3.2 4.8 3.5		
ADD	Replace Valve Rocker Arms-Each Additional	0.3		
ADD	Replace Valve Rocker Switching Arms-One Acadia ATS Camaro CTS CT6 LaCrosse XT5	3.5 3.7 3.7 12.9 3.2 4.8 3.5		
ADD	Replace Valve Rocker Switching Arms-Each additional			
ADD	Replace Camshaft Acadia ATS Camaro CTS CT6 LaCrosse XT5	3.5 4.1 3.8 3.3 3.1 4.8 3.5		
ADD	Replace Oil Pump Flow Control Valve Acadia ATS Camaro CTS CT6 LaCrosse XT5	0.5 16.4 1.0 1.0 1.2 0.8 0.5		
ADD	Change Oil and Replace Oil Filter	0.5*		

* Oil and Filter replacement only required if replacing parts other than the head gasket and cylinder head bolts.

Service Procedure

1. Remove the left side cylinder head. Refer to *Cylinder Head Replacement - Left Side* in SI.



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2. Inspect the cylinder head gasket for the oil feed hole. If the cylinder head gasket does not have the feed hole (2), inspect the cylinder head components for any damage and replace as required. Refer to the proper section of SI for additional repair procedures.
3. Install the left side cylinder head. Refer to *Cylinder Head Replacement - Left Side* 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 March 31, 2019. 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 March 31, 2019, 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 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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March 2017

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

Dear General Motors Customer:

We have learned that your 2017 model year Buick LaCrosse, Cadillac CT6, CTS, and XT5, Chevrolet Camaro, and GMC Acadia vehicles equipped with a 3.6L engine may have been built with a condition in which oil is starved to the overhead left side intake camshaft journals and the two #2 cylinder intake valve stationary hydraulic lash adjuster due to the hole not punched thru on the left side cylinder head gasket. You may encounter higher than normal noise levels with the potential for severe damage to the timing chain, camshaft and engine.

Your satisfaction with your GM vehicle 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 replace the left side cylinder head gasket. The related valve-train parts will be inspected for damage and replaced if necessary. This service will be performed for you at **no charge until March 31, 2019**. 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)
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
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

16088

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4349
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 16, 2017

Subject: 16088 - Customer Satisfaction Program
Cylinder Head Gasket Damage

Models: 2017 Buick LaCrosse
2017 Cadillac CT6, CTS, XT5
2017 Chevrolet Camaro
2017 GMC Acadia
Equipped with 3.6L DFI Engine (LGX)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 16088 today. The total number of U.S. vehicles involved is approximately 69. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin the week of March 7, 2017.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated February 16, 2017. 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