

# Special Coverage Adjustment

## 17016 Steering Wheel Chrome Rough Edge



Reference Number: N162058750

Release Date: April 2017  
Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2015	2017		
Cadillac	Escalade ESV	2015	2017		

Involved vehicles are identified on the Applicable Warranties section 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 2015-2017 model year Cadillac Escalade and Escalade ESV vehicles may have a steering wheel in which the plating on the chrome trim bezel is separated from the plastic substrate. Separation of the chrome plating may create a rough edge.
<b>Special Coverage Adjustment</b>	<p>This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after April 26, 2017, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to April 26, 2017, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
<b>Correction</b>	Dealers are to replace the steering wheel chrome trim bezel with an improved chrome trim bezel.

### Parts

Quantity	Part Name	Part No.
1	Cover – Steering Wheel Spoke	22955985
1	Cover – Steering Wheel Spoke	22955986
1	Cover – Steering Wheel Spoke	22955987
1	Cover – Steering Wheel Spoke	23168663
1	Cover – Steering Wheel Spoke	23168664

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which steering wheel spoke cover to order.

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900460	Steering Wheel Spoke Cover Replacement	0.7	ZREG	N/A

### Service Procedure

Replace the steering wheel spoke cover. Refer to *Steering Wheel Spoke Cover Replacement (Cadillac)* in SI.

### 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.

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### Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

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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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May 2017

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

Dear General Motors Customer:

As the owner of a 2015-2017 model year Cadillac Escalade or Escalade ESV, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2015-2017 model year Cadillac Escalade and Escalade ESV vehicles may have a steering wheel in which the plating on the chrome trim bezel is separated from the plastic substrate. Separation of the chrome plating may create a rough edge.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2015-2017 model year Cadillac Escalade or Escalade ESV within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). **Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.**

If you have any questions or need any assistance, please contact your dealer or 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 are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

17016

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4419  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 26, 2017

Subject: 17016 – Special Coverage  
Steering Wheel Chrome Rough Edge

Models: 2015-2017 Cadillac Escalade and Escalade ESV

To: All General Motors Dealers

General Motors is releasing Service Update 17016 today. The total number of U.S. vehicles involved is approximately 105,250. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on May 1, 2017.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated today April 26, 2017. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS