

# Customer Satisfaction Program

## 17068 Liftgate Support Strut Detaches From Ball Stud



Reference Number: N162064930

Release Date: March 2017  
Revision: 00

**Attention:** This program is in effect until April 30, 2019.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	SRX	2016	2016	TB5	Power Liftgate

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>	In rare instances, certain 2016 model year Cadillac SRX vehicles, equipped with power liftgate (RPO TB5), may have a condition in which the liftgate support strut may detach from the liftgate if contacted by an external force. If the liftgate support strut becomes detached, the liftgate could begin closing without warning, potentially contacting objects or persons within its path.
<b>Correction</b>	Replace the liftgate strut.

### Parts

Quantity	Part Name	Part No.
1	Strut Asm-L/Gate	23234077

**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
9103032	Liftgate Strut Replacement	0.2	ZFAT	N/A

### Service Procedure

1. Remove the liftgate strut. Refer to *Liftgate Strut Replacement* in SI.
2. Install the liftgate strut. Refer to *Liftgate Strut 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 April 30, 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 April 30, 2019, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

# Customer Satisfaction Program

## 17068 Liftgate Support Strut Detaches From Ball Stud



### 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**

# Customer Satisfaction Program

## 17068 Liftgate Support Strut Detaches From Ball Stud



March 2017

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

Dear General Motors Customer:

We have learned that in rare instances your 2016 model year Cadillac SRX may have a condition in which the liftgate support strut may detach from the liftgate if contacted by an external force. If the liftgate support strut becomes detached, the liftgate could begin closing without warning, potentially contacting objects or persons within its path.

Your satisfaction with your SRX 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 liftgate strut. This service will be performed for you at **no charge until April 30, 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)
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 Cadillac SRX provides you many miles of enjoyable driving.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

17068

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4386  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 17, 2017

Subject: 17068 - Customer Satisfaction Program  
Liftgate Support Strut Detaches From Ball Stud

Models: 2016 Cadillac SRX  
Equipped with Power Liftgate (RPO TB5)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17068 today. The total number of U.S. vehicles involved is approximately 16,995. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on March 31, 2017.

**Global Warranty Management (GWM)**

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