

Service Update

17096 Engine Stall During Aggressive Driving



Reference Number: N162069020

Release Date: March 2017

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

| Make | Model | Model Year | | RPO | Description |
|----------|-------|------------|------|-----|-----------------|
| | | From | To | | |
| Cadillac | CTS-V | 2016 | 2017 | LT4 | Engine, 6.2L V8 |

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 2016-2017 model year Cadillac CTS-V vehicles, equipped with 6.2L engine (RPO LT4), may have a condition in which the engine air filter element does not have glue beads across the paper pleating. If this condition is present the pleats can fold over on themselves during high-RPM aggressive driving, and restrict the airflow, which may collapse the air duct and cause the engine to stall. Additionally, the air duct could be cut and a malfunction indicator lamp could illuminate with diagnostic trouble codes P0121-00, P2101-00 and P2119-00 stored. |
| Correction | Replace the air filter element and, if necessary, replace the air duct. |

Parts

| Quantity | Part Name | Part No. |
|-------------|------------------------------------|----------|
| 1 | Element – Air Cleaner | 22935844 |
| If Required | Duct Assembly – Air Cleaner Outlet | 22935828 |

Due to the small number of vehicles involved and due to limited initial parts availability, dealers are encouraged not to order the air duct assembly for use as shelf stock. An air duct assembly should only be ordered when inspection determines that replacement is necessary due to missing glue beads on the engine air filter element.

It is estimated that only 5% of involved vehicles will require air duct assembly replacement. Please order parts accordingly.

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 |
|-----------------|--|------------|-------------|----------|
| 9103043 | Install Replacement Air Cleaner Element and Inspect Glue Beads (Includes Install Air Cleaner Outlet Duct Assembly if Required) | 0.3 | ZFAT | N/A |

Service Procedure

Use the following steps to inspect the air cleaner filter element for the installation of glue beads. If the glue beads are present replace only the air cleaner filter element. If the glue beads are missing, the air cleaner outlet duct may have collapsed, replace both the air cleaner filter element and the air cleaner outlet duct.

NOTE: New unsold vehicles that have the air cleaner element glue beads installed do not require a new air cleaner element. All retail delivered customer vehicles do require a new air cleaner element.

1. Remove the air cleaner element. Refer to *Air Cleaner Element Replacement* in SI.
2. Inspect the air cleaner element and determine if the glue beads are installed.

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4733220

Glue Beads Installed



4733221

Glue Beads Missing

- If the glue **beads are installed**, install a new air cleaner filter element only.
- If the **glue beads are missing** install a new air cleaner filter element and a new air cleaner outlet duct assembly. Refer to *Air Cleaner Outlet Duct Replacement* in SI.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repaired 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.

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.



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URGENT - DISTRIBUTE IMMEDIATELY

Date: March 23, 2017

Subject: 17096 - Service Update
Engine Stall During Aggressive Driving

Models: 2016-2017 Cadillac CTS-V
Equipped with 6.2L V8 Engine (RPO LT4)

To: All General Motors Dealers

General Motors is releasing Service Update 17096 today. The total number of U.S. vehicles involved is 1,736. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 23, 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