

Product Emission Recall

17405 Incorrect Catalytic Converter



Reference Number: N172126760

Release Date: December 2017
Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	XTS	2018	2018		

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	General Motors has decided to conduct a Voluntary Emission Recall involving certain 2018 Cadillac XTS vehicles with California emissions certification. The system that verifies that the correct catalytic converter part is installed in these vehicles was not functioning properly at the time of vehicle assembly. Because of this condition, there is a potential that the installed catalytic converter does not meet all emission system requirements.
Correction	Dealers are to inspect the catalytic converter and replace if the correct part was not installed.

Parts

Quantity	Part Name	Part No.
1	Three-Way Catalytic Converter	84216838*
4	Exhaust Manifold Front Pipe Nut	11517996
2	Catalytic Converter Pipe Bolt	11561286
1	Exhaust Muffler Gasket	20907464
2	Exhaust Front Pipe Gasket	13267274
1	Catalytic Converter Gasket	20893953

* Catalytic converters have a core charge. If catalytic converter replacement is required, submit the core return information required following the normal core return policy. Refer to Warranty Parts Center (WPC) bulletin 99-00-89-0190 for core return policy information.

It is estimated that only 43 involved vehicles worldwide will require Catalytic Converter replaced on this vehicle. **Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.**

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

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103483	Front Three-Way Catalytic Converter Part Number Inspection	0.2	ZFAT	N/A
9103484	Front Three-Way Catalytic Converter Replacement	1.5*	ZFAT	N/A

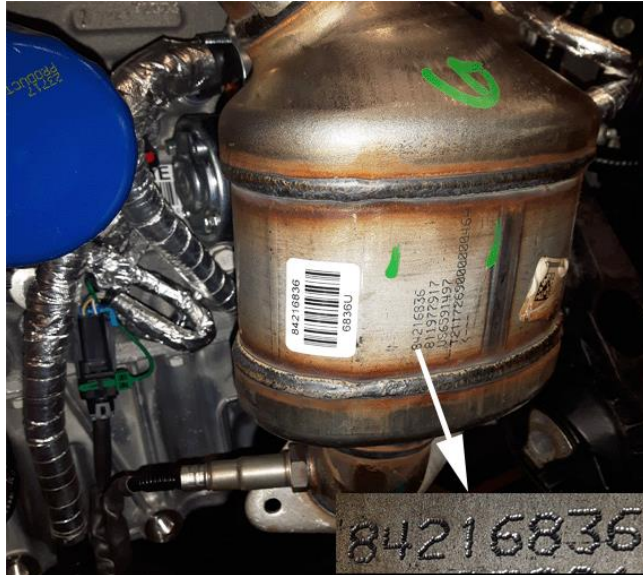
* Labor time includes Front Three-Way Catalytic Converter Replacement and Front Three-Way Catalytic Converter Part Number Inspection.

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Service Procedure



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1. Inspect the part number etched onto the front three-way catalytic converter using a borescope or an equivalent tool.
 - If the part number is 84216838, no further action is required.
 - If the part number is 84216836, proceed to the next step.
2. Replace the front three-way catalytic converter. Refer to *Three-Way Catalytic Converter Replacement (Front-LFX)* in SI.
3. CALIFORNIA VEHICLES ONLY: Complete a "Proof of Correction" certificate and provide to the vehicle owner upon recall completion.

Dealer 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/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.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

THE FOLLOWING 2 PARAGRAPHS ARE NOT FOR CANADA OR EXPORT

When a California emissions recall is completed by a GM dealer, the dealer must provide the vehicle owner a "Proof of Correction Certificate" which the owner may need to present to the California Department of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration.

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Additional Certificates can be obtained, at no charge, from the 1Store application in GlobalConnect. Request GM Item Number 1825 when ordering.

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 recall 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 recall.

Courtesy Transportation

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

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

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance. The vehicle may fail a state or local emission inspection test if the recall work is not completed.

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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January 2017

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

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

Reason for This Recall: On certain 2018 Cadillac XTS vehicles with California emissions certification, the system that verifies that the correct catalytic converter part is installed in these vehicles was not functioning properly at the time of vehicle assembly. Because of this condition, there is a potential that the installed catalytic converter does not meet all emission system requirements.

What Will Be Done: Your GM dealer will inspect the catalytic converter and replace if the correct part was not installed. This service will be performed for you at **no charge**.

What You Should Do: Please contact your GM dealer as soon as possible to arrange a service date and to assure parts availability. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

Emission Law Information: In order to ensure your full protection under the emission warranty made applicable to your vehicle by state and federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.

IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Jeffrey Massimilla
Vice President
Global Vehicle Safety and Product Cybersecurity

17405

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4643
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 21, 2017
Subject: 17405 - Emission Recall
Incorrect Catalytic Converter
Models: 2018 Cadillac XTS
To: All General Motors Dealers

General Motors is releasing Emission Recall 17405 today. The total number of U.S. vehicles involved is 43. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in mid-January 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated Today, December 21, 2017. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS