

Service Update

17285 Wheel Liner Screw Exposed Under the Hood



Reference Number: N172104970

Release Date: July 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	CT6	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	Certain 2018 model year Cadillac CT6 vehicles may have potential interference between the main body harness and an exposed wheel liner screw under the hood. The customer may experience a no engine start, lack of power or stall condition.
Correction	Dealers are to place a plastic cap on top of the wheel liner screw.

Parts

Quantity	Part Name	Part No.
1	Front Wheel Liner Nut	11612034

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
9103303	Install Wheel Liner Nut	0.2	ZFAT	N/A

Service Procedure

1. Open hood and install fender covers.



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2. Locate the exposed wheel liner screw.

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3. Install the wheel liner nut onto the exposed wheel liner screw (1) until it is fully secured.
4. Remove fender covers and close hood.

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/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.



GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4510
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 17, 2017

Subject: 17285 - Service Update
Wheel Liner Screw Exposed Under the Hood

Models: 2018 Cadillac CT6

To: All General Motors Dealers

General Motors is releasing Service Update 17285 today. The total number of U.S. vehicles involved is 10. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated July 18, 2017. A list of involved vehicles is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE
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