

Service Update

17288 Fuel Recommendation Door Labels Missing



Reference Number: N172105530

Release Date: August 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 Plug-In Hybrid Electric Vehicle	2017	2017		

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 2017 model year Cadillac CT6 Plug-In Hybrid Electric vehicles were shipped without fuel labels that recommend the customer use premium fuel rather than regular fuel.
Correction	Dealers are to install the labels.

Parts

Quantity	Part Name	Part No.
1	Label, Premium Unleaded Fuel and Fuel, Capless, Fill Info	LABEL-BULL-17288-17

Parts required to complete this recall are to be ordered online, through the GM 1Store via GlobalConnect. Please log in and order the appropriate item number label(s) using the chart above. The label will be provided at no charge. **Do not order labels from GMCCA.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103317	Install Fuel Door Labels	0.2	ZFAT	N/A

Service Procedure

1. Open the fuel door.
2. Clean any residue using isopropyl alcohol and dry with clean, lint free cloth. Receiving surface **MUST** be clean, dry and free of any contaminants.
3. Firmly hold the new label and peel protective liner from the back side, being careful not to touch or contaminate the adhesive with dirt or foreign matter.



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4. Carefully align new labels to the surface. Press firmly and smooth out entire label ensuring corners are fully adhered as shown above.
5. Close the fuel door.

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
DCS4546
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 30, 2017

Subject: 17288 - Service Update
Fuel Recommendation Door Labels Missing

Models: 2017 Cadillac CT6 Plug-In Hybrid Electric Vehicle

To: All General Motors Dealers

General Motors is releasing Service Update 17288 today. The total number of U.S. vehicles involved is 105. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated August 31, 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
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