

# Product Emission Recall

## 17256 Incorrect Vehicle Emission Control Information Label



Reference Number: N172109230

Release Date: June 2017  
Revision: 00

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.

<b>Condition</b>	General Motors has decided to conduct a Voluntary Emission Recall on certain 2018 model year Cadillac CT6 vehicles. The Vehicle Emission Control Information label does not include the correct California emission standard to which the vehicle is certified.
<b>Correction</b>	Dealers will replace the Vehicle Emission Control Information label with a label containing the correct information.

### Parts

Replacement labels have been shipped to involved dealers of record via FedEx Overnight delivery. The replacement labels should begin arriving at U.S. dealers by June 26, 2017.

If the vehicle emission control information label is lost, a replacement may be ordered. **Do not order from GM CCA.**

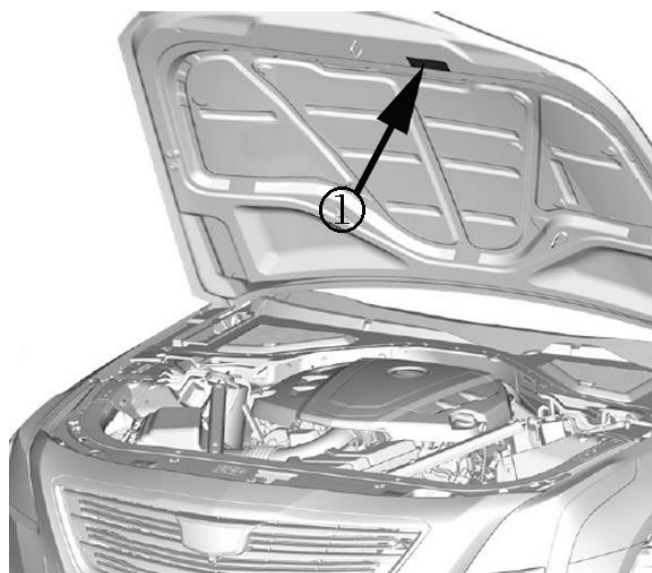
For USA, please reference bulletin # 17256 when ordering through the Dealer Business Center (DBC) at 1-888-414-6322.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103244	Vehicle Emission Control Information Label Replacement	0.2	ZFAT	N/A

### Service Procedure

1. Open the hood and install fender covers.



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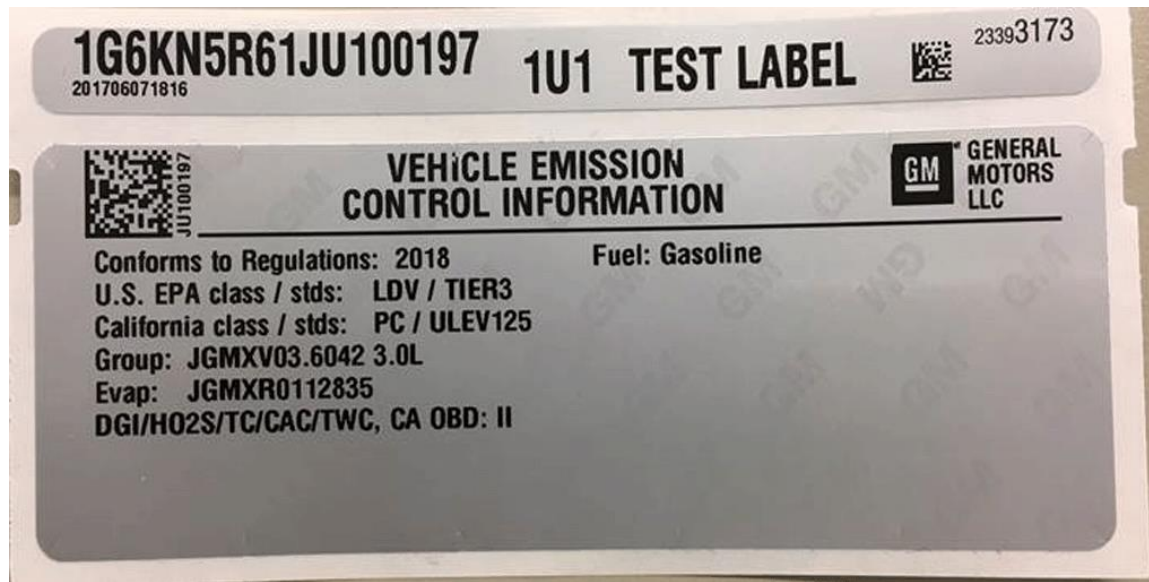
2. Locate the vehicle emission control information label (1).

**Important:** Do NOT place NEW label over existing label.

3. Remove the existing vehicle emission control information label and any residue using isopropyl alcohol and dry with clean, lint free cloth. Receiving surface MUST be clean, dry and free of any contaminants.

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**Important:** The new label will come with a small “waste strip” at the top that contains the entire VIN of the vehicle. Do NOT install the “waste strip” onto the vehicle. It is used for identification purposes ONLY.

4. 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.
5. Carefully align new label to the surface. Press firmly and smooth out entire label ensuring corners are fully adhered.
6. Remove fender covers and close the hood.
7. 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.

#### 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.

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### Courtesy Transportation – For USA

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 - 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.

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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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July 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:** Your 2018 model year Cadillac CT6 has a Vehicle Emission Control Information label that does not include the correct California emission standard to which the vehicle is certified.

**What Will Be Done:** Your GM dealer will replace the Vehicle Emission Control Information label with a label containing the correct information. 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, please 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.

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 M. Boyer  
Vice President  
Global Vehicle Safety

17256

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4485  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 26, 2017

Subject: 17256 - Emission Recall  
Incorrect Vehicle Emission Control Information Label

Models: 2018 Cadillac CT6

To: All General Motors Dealers

General Motors is releasing Emission Recall 17256 today. The total number of U.S. vehicles involved is 44. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on July 11, 2017.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 27, 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

GLOBAL SAFETY FIELD INVESTIGATIONS