

Service Update

17348 Windshield Urethane Missing



Reference Number: N172099390

Release Date: September 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	ATS	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 ATS vehicles may be missing a strip of windshield urethane at the bottom of the windshield on the passenger's side of the vehicle. This is causing water damage and electrical issues.
Correction	Perform water test to check and replace windshield if necessary.

Parts

Quantity	Part Name	Part No.
1	Windshield	23339093
1	Windshield	23240662
1	Windshield	23240663
1	Windshield	23240664
1	Windshield	23240665
1	Windshield	23331284
1	Windshield	23331285
1	Windshield	23331286
1	Urethane Adhesive Kit (Must meet GM specification GMW-15672)	Obtain Locally*

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which windshield to order.

* Obtain Urethane Adhesive Kit or equivalent locally.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103426	Perform Water Test-No Further Action Required	0.4	ZFAT	N/A
9103427	Windshield Replacement (Includes Water Test)	1.9	ZFAT	*

* The amount identified in "Net Item" should represent the actual sum total of the cost of the urethane adhesive needed to perform the required repairs, not to exceed \$60.00 USD, \$85.00 CAD.

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Service Procedure



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1. Perform a water test on the lower passenger side of the windshield as shown above.
 - If there are no water leaks found on the passenger side floor or passenger side interior, no further action is required.
 - If there are any water leaks, continue to step 2.
2. Remove and replace the windshield. Refer to *Windshield 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/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
DCS4571
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 26th, 2017

Subject: 17348 – Windshield Urethane Missing

Models: 2017 Cadillac ATS

To: All General Motors Dealers

General Motors is releasing Service Update 17348 today. The total number of U.S. vehicles involved is approximately 2,211. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated September 26th, 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