

Service Update

17488 Rear Brake Caliper Bolt Loose or Missing



Reference Number: N172125780

Release Date: January 2018

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	2018	2018		
	CTS				

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 ATS and CTS vehicles may have a condition in which a rear brake caliper bolt may be loose or missing. A loose brake caliper bolt could cause a rattle noise in the rear of the vehicle. A missing bolt could cause a rattle or rubbing noise, or allow the brake caliper to rotate outward and contact the rim.
Correction	Inspect the rear brake caliper mounting bolts and related components. Replace any missing caliper mounting bolt, and torque all rear brake caliper mounting bolts.

Parts

Quantity	Part Name	Part No.
As Required	Bolt/Screw – Rear Brake Caliper Guide Pin	13579698

Due to the small number of vehicles involved and due to limited initial parts availability, dealers are encouraged not to order parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace a missing rear brake caliper guide pin bolt.

It is estimated that less than 1% of involved vehicles will require rear brake caliper guide pin bolt replacement. Please order parts accordingly.

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
9103588	Inspect Rear Caliper Bolts, Tighten to Specification.	0.4	ZFAT	N/A
	ADD: Replace Each Missing Caliper Mounting Bolt	0.1		

Service Procedure

1. Remove the left and right rear wheels. Refer to *Tire and Wheel Removal and Installation* in SI.

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2. Inspect the left and right rear caliper mounting bolts for proper installation.
 - If all 4 bolts appear to be installed correctly, proceed to the *Caliper Bolt Tightening Procedure* below.
 - If any of the bolts are missing or extremely loose, proceed to the *Brake Component Inspection Procedure* below.

Caliper Bolt Tightening Procedure



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1. Using a backup wrench to hold the brake caliper guide pin stationary, tighten the 4 caliper guide pin bolts to **36 N.m (27 lb ft)**.
2. Reinstall the left and right rear wheels. Refer to *Tire and Wheel Removal and Installation* In SI.

Brake Component Inspection Procedure

1. If one or more of the caliper mounting bolts are missing or extremely loose, inspect the following components for damage:
 - Caliper housing
 - Caliper mounting bracket
 - Caliper guide pins and seals
 - Brake inner and outer pads
 - Retractor springs
 - Brake rotor
 - Road wheel

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If a component is damaged or missing, replace the part using the applicable SI procedure and labor time.

2. Replace the loose/missing mounting bolt.
3. Using a backup wrench to hold the brake caliper guide pin stationary, tighten the 4 caliper guide pin bolts to **36 N.m (27 lb ft)**.
4. Reinstall the left and right rear wheels. Refer to *Tire and Wheel Removal and Installation* 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.

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.



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GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4646
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 05, 2018

Subject: 17488 - Service Update
Rear Brake Caliper Bolt Loose or Missing

Models: 2018 Cadillac ATS, CTS

To: All General Motors Dealers

General Motors is releasing Service Update 17488 today. The total number of U.S. vehicles involved is approximately 1,221. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated January 6, 2018. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS