

Service Update

18065 Front Right Splash Shield Not Installed



Reference Number: N172133360

Release Date: March 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	CT6	2018	2018	LTG	2.0L Turbo Engine

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	A splash shield in the right front hand wheel house may have not been installed. Customers may experience a no start condition due to debris and water entering the impacted area covered by the shield.
Correction	Dealers are to install a splash shield if it is missing. They should also inspect the two ring terminals (starter / ground) within the impacted area for corrosion and clean the area as necessary.

Parts

Quantity	Part Name	Part No.
1 (if Req)	Shield Asm-Eng Frt Sph	84000694
3 (if Req)	Push Pin (5 Pins per merchandise package, 3 needed for repair. Order accordingly)	11589290

Please see the Service Procedure before ordering as not all vehicles will need these parts.

It is estimated that only 224 involved vehicles will require parts replaced.

Due to the small number of vehicles anticipated that will need this fix, and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

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
9103721	Inspect for Engine Front Splash Shield Installation – No Further Action Required	0.2	ZFAT	N/A
9103722	Engine Front Splash Shield Replacement - Right Side (Front) (Includes Inspections and Cleaning if Required)	0.7	ZFAT	N/A

Service Procedure



5003437

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Remove the right front wheel and tire assembly.

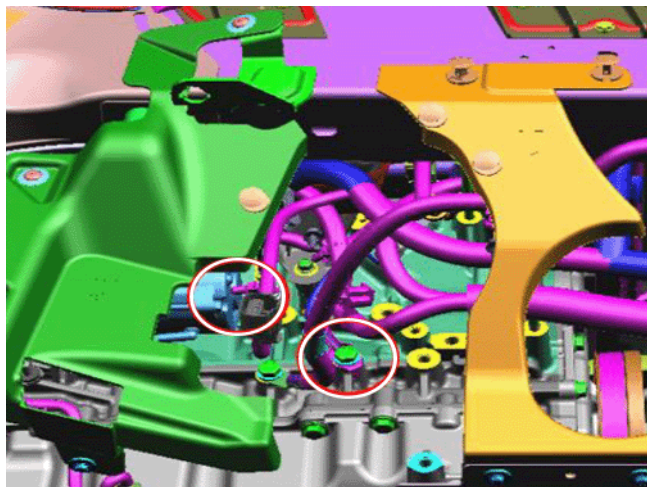
Service Update

18065 Front Right Splash Shield Not Installed



3. Inspect for the installation of the engine front splash shield-right side (front).

- If the engine front splash shield right side (front) is installed, no further action required. Install the wheel and tire assembly and lower the vehicle.



5003439

- If the engine front splash shield right side (front) is NOT installed, inspect the starter and ground ring terminals for any corrosion as shown above. Clean as required and install the engine front splash shield right side (front). Refer to *Engine Front Splash Shield Replacement - Right Side (Front)* in SI.

4. Install the wheel and tire assembly and lower the vehicle.

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
DCS4694
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 21, 2018

Subject: 18065 - Service Update
Front Right Splash Shield Not Installed

Models: 2018 Cadillac CT6 equipped with LTG (2.0L. Turbo Engine)

To: All General Motors Dealers

General Motors is releasing Service Update 18065 today. The total number of U.S. vehicles involved is approximately 87. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 22, 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