

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5034
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 3, 2019

Subject: N182206500 - Service Update
Hood Ball Stud Bracket is Not Zinc Plated

Models: 2019 Cadillac CT6

To: All General Motors Dealers

General Motors is releasing Service Update N182206500 today. The total number of U.S. vehicles involved is approximately 1064. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 3, 2019. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N182206500 Hood Ball Stud Bracket is Not Zinc Plated



Release Date: May 2019

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	2019	2019		

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 2019 model year Cadillac CT6 vehicles were built without required protective metal coating on the hood ball stud bracket. Over time, metal to metal contact may create a corrosion issue in which the ball stud bracket used to anchor the hood could cause visible rust.
Correction	Dealers are to replace the hood ball stud bracket.

Parts

Quantity	Part Name	Part No.
2	HOOD BALL STUD BRACKET	84090198
2	BOLT	11569683

Reminder: Parts may be removed from RIM management. Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104371	Replace Hood Stud Ball Brackets and Bolts	0.4	ZFAT	N/A

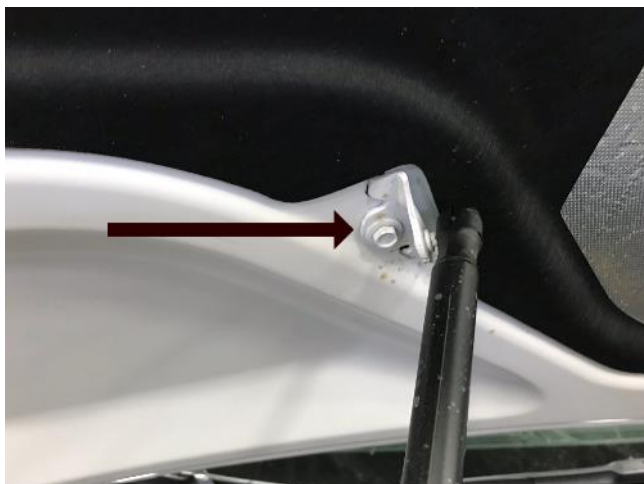
Service Procedure

1. Open the hood and install fender covers.

Warning: When a hood hold open device is being removed or installed, provide alternate support to avoid the possibility of damage to the vehicle or personal injury.

Caution: Apply pressure only at the end of the liftgate/hood assist rod that you are removing or attaching. Do NOT apply pressure to the middle of the rod because damage or bending will result.

2. Support the hood.



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3. Disconnect the hood struts at the hood stud ball brackets. Refer to *Hood Strut Replacement* in SI.
4. Remove the hood stud ball bracket bolts and brackets and discard.

Service Update

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5. Install the new hood stud ball brackets and bolts and torque to 10 Nm (89 lb in).
6. Connect the hood struts at the hood stud ball brackets. Refer to *Hood Strut Replacement* in SI.
7. Remove the hood support.
8. Remove the fender covers and close hood.

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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Certification**