

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5054  
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 28, 2019

Subject: N182201300 - Customer Satisfaction Program  
Fuel Tank Sending Unit

Models: 2019 Cadillac XT4

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N182201300 today. The total number of U.S. vehicles involved is approximately 44. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will in June.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated May 28, 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

# Customer Satisfaction Program

## N182201300 Fuel Tank Sending Unit



Release Date: May 2019

Revision: 00

**Attention:** This program is in effect until June 30, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	XT4	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.

<b>Condition</b>	Certain 2019 model year Cadillac XT4 vehicles, may have a condition in which the fuel gauge does not accurately reflect the amount of fuel in the tank (may be overfilled or underfilled). A malfunctioning fuel level sensor may result in an incorrect gauge and the vehicle may run out of fuel unexpectedly.
<b>Correction</b>	Replace the fuel tank sending unit.

### Parts

Quantity	Part Name	Part No.
1	Module Kit - Fuel Tank Fuel Pump	84532384
1	Module Kit - Fuel Tank Fuel Pump	84492502
1	Sensor Kit - Fuel Level	84492501
1	Gasket - Exhaust System	22816982

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

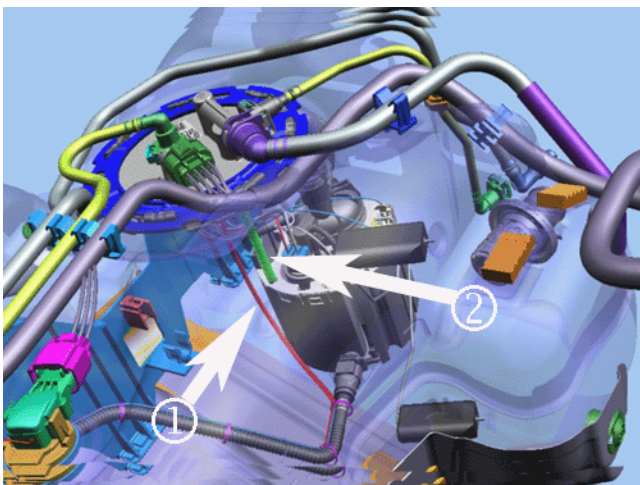
It is estimated that only 47 involved vehicles will require parts replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

**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
9104313	Replace Fuel Pump Module and Sensor Kit (Includes Drain and Fill) ADD: With AWD	1.6 0.8	ZFAT	N/A

### Service Procedure



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**Important:** When installing the fuel pump and sensor, ensure the auxiliary module wire (1) is routed properly to the left of the module spring (2).

Replace the fuel tank fuel pump module and fuel level sensor. Refer to *Fuel Tank Fuel Pump Module Replacement* in SI.

# Customer Satisfaction Program

## N182201300 Fuel Tank Sending Unit



### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through June 30, 2021. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. Program 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 program enters your vehicle inventory, or is in your facility for service through June 30, 2021, you must take the steps necessary to be sure the program 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 program 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 program.

### Courtesy Transportation – For USA & Canada

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 & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).



# Customer Satisfaction Program

## N182201300 Fuel Tank Sending Unit



June 2019

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2019 model year Cadillac XT4 may have a condition where the fuel gauge does not accurately reflect the amount of fuel in the tank (may be overfilled or underfilled). A malfunctioning fuel level sensor may result in an incorrect gauge and the vehicle may run out of fuel unexpectedly.

Your satisfaction with your XT4 is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will replace the fuel tank sending unit. This service will be performed for you at **no charge until June 30, 2021**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your XT4 provides you many miles of enjoyable driving.

Neelie O'Connor  
Executive Director  
North America Contact Center Operations

N182201300