

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5098
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 26, 2019

Subject: N192210220 - Special Coverage
Supercharger Replacement

Models: 2014 Cadillac CTS-V

To: All General Motors Dealers

General Motors is releasing Special Coverage N192210220 today. The total number of U.S. vehicles involved is approximately 2117. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on August 9, 2019.

Global Warranty Management (GWM)

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated July 26, 2019. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage Adjustment

N192210220 Supercharger Replacement



Release Date: July 2019

Revision: 00

Attention: This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	CTS-V	2014	2014		

Involved vehicles are identified on the Applicable Warranties section 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 2014 Cadillac CTS-V vehicles may have a condition that could cause bearings in the engine supercharger to emit an excessive rattling or knocking noise that is especially prominent at idle. (A low-level mechanical thrumming noise from the supercharger at idle by contrast is normal in these vehicles and does not indicate a problem). The excessive noise at issue here will typically go away when the engine RPM is raised slightly above idle. However, if left uncorrected, the problem, over time, may lead to contamination of the lubricating grease and cause the bearing to squeal. If left unaddressed, the bearing may overheat and can cause supercharger seizure or a no-start condition.
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after July 26, 2019, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to July 26, 2019, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
Correction	Dealers are to replace the supercharger as necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Supercharger	12670278
1	Supercharger Belt	12676726
1	Charge Air Cooler Lower Insulator	12613457
1	Intake Manifold Gasket	19180613
1	Engine Coolant	12346290 - US 10953464 - Canada

It is estimated that less than 11% of the involved vehicles will be required to complete this repair, and due to limited initial parts availability, Dealers are encouraged not to order 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.

Special Coverage Adjustment

N192210220 Supercharger Replacement



Warranty Information

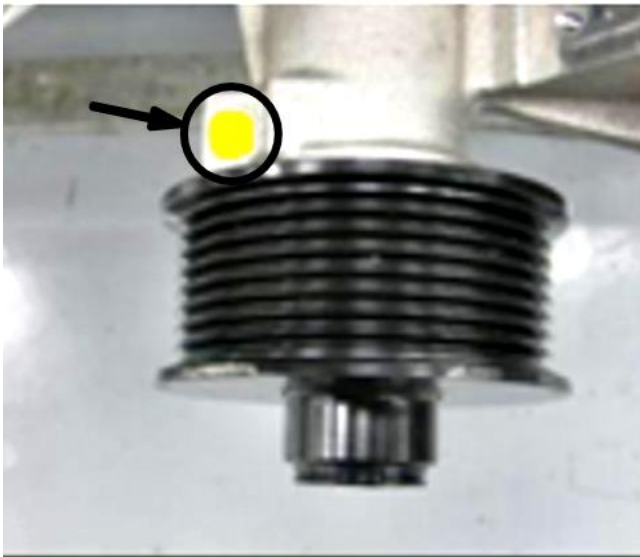
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900618	Diagnostic Time Only – No Repair Required	0.1-0.3	ZREG	N/A
9900619	Supercharger Replacement (includes drain/fill coolant) Add: Diagnostic Time Add: Belt Replacement (if performed during diagnosis)	3.0 0.1-0.3 0.3	ZREG	N/A
9900620	Belt Replacement Add: Diagnostic Time	0.3 0.1-0.3	ZREG	N/A
9900621	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZREG	*
9900622	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

* For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

- A CTS-V may come in with a complaint of a rattling noise at idle from the supercharger. This noise will typically go away above 1400 RPM.
- Verify the vehicle does have a noticeable rattling noise coming from the supercharger that goes away over 1400 RPM.
 - If the vehicle does **not** have a noise coming from the supercharger, no further action is required. Claim diagnostic time and inform the customer that no further diagnosis or repairs will be covered under this special coverage. Any further work will need to be customer pay, warranty, or good will.
 - If you can verify the noise, inspect the supercharger behind the pulley as shown.



- If the supercharger has a yellow or white dot, proceed to step 3.
 - If the supercharger has a black dot, proceed to step 4.
- Inspect the belt part number.
 - If the belt part number is 12676726, proceed to step 4.
 - If the belt part number is illegible, or is **not** 12676726, replace the supercharger belt. Refer to *Supercharger Belt Replacement* in SI.
 - If supercharger belt replacement **did not** fix the noise issue, proceed to step 4.

Special Coverage Adjustment

N192210220 Supercharger Replacement



- If supercharger belt replacement **did** fix the noise issue, no further action is required.
4. Replace the supercharger and supercharger belt (if the belt was not already replaced). Refer to *Supercharger and Gasket Replacement* in SI.

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

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by August 31, 2020. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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.



**We Support
Voluntary Technician
Certification**

Special Coverage Adjustment

N192210220 Supercharger Replacement



August 2019

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2014 model year Cadillac CTS-V, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2014 model year Cadillac CTS-V vehicles, may have a condition that could cause bearings in the engine supercharger to emit an excessive rattling or knocking noise that is especially prominent at idle. (A low-level mechanical thrumming noise from the supercharger at idle by contrast is normal in these vehicles and does not indicate a problem). The excessive noise at issue here will typically go away when the engine RPM is raised slightly above idle. However, if left uncorrected, the problem, over time, may lead to contamination of the lubricating grease and cause the bearing to squeal. If left unaddressed, the bearing may overheat and can cause supercharger seizure or a no-start condition.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2014 model year Cadillac CTS-V within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by August 31, 2020, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). **Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.**

If you have any questions or need any assistance, please contact your dealer or 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 are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor
Executive Director
North America Contact Center Operations

Enclosure
N192210220