

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5393  
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 14, 2020

Subject: N192280050 - Customer Satisfaction Program  
Rear Propeller Shaft Corrosion

Models: 2019 Cadillac CT6

To: Select General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192280050 today. The total number of U.S. vehicles involved is approximately 13. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in June.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 15, 2020 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

## N192280050 Rear Propeller Shaft Corrosion – US Only



Release Date: May 2020

Revision: 00

**Attention: This program is in effect until June 30, 2022.**

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.

<b>Condition</b>	Certain 2019 model year Cadillac CT6 vehicles, may have a condition where the rear propeller shaft is susceptible to corrosion at high mileage.
<b>Correction</b>	Dealers are to replace the rear propeller shaft.

### Parts

Quantity	Part Name	Part No.
1	Propeller Shaft	84890312
1	Threadlocker	19369733
2	Front Exhaust System Gasket	23355685

It is estimated that only 13 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.

Only the following VINs are involved in this Field Action — Confirm status in Investigate Vehicle History (IVH).	
1G6KV5RJ2KU144084	1G6KW5RJ7KU141839
1G6KW5RJ1KU141092	1G6KW5RJ8KU139002
1G6KW5RJ1KU141805	1G6KW5RJ8KU140876
1G6KW5RJ3KU140784	1G6KW5RJ8KU141526
1G6KW5RJ4KU144651	1G6KW5RJ9KU141020
1G6KW5RJ7KU141565	1G6KW5RJXKU145626
1G6KW5RJ9KU144631	

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105050	Propeller Shaft Replacement	1.4	ZFAT	N/A

### Service Procedure

Replace the rear propeller shaft. Refer to *Propeller Shaft Replacement* in SI.

### 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/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.

# Customer Satisfaction Program

## N192280050 Rear Propeller Shaft Corrosion – US Only



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, 2022. 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, 2022, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to 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

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 for courtesy transportation program details.

### Customer Notification

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

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**

# Customer Satisfaction Program

## N192280050 Rear Propeller Shaft Corrosion – US Only



June 2020

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

Dear General Motors Customer:

We have learned that your 2019 model year Cadillac CT6 may have a condition where the rear prop shaft is susceptible to corrosion.

Your satisfaction with your CT6 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 rear prop shaft. This service will be performed for you at **no charge until June 30, 2022**. 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	1-800-496-9994	
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 CT6 provides you many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

N192280050