

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5619
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 21, 2020

Subject: N202321920 - Service Update
Engine Coolant Inlet Pipe

Models: 2021 Cadillac XT4 and XT5
2021 Chevrolet Trailblazer
2021 GMC Acadia

To: All General Motors Dealers

General Motors is releasing Service Update N202321920 today. The total number of U.S. vehicles involved is approximately 12. 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 December 22, 2020 or sooner. 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

Service Update

N202321920 Engine Coolant Inlet Pipe



Release Date: December 2020

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	XT4	2021	2021		
Cadillac	XT5				
Chevrolet	Blazer				
GMC	Acadia				

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 small number of 2021 model year Cadillac XT4 and XT5, Chevrolet Blazer and GMC Acadia vehicles may have a coolant inlet pipe that may present an obstructed threaded hole for the coolant temp sensor which could result in the check engine light coming on or a potential coolant leak.
Correction	Dealers are to replace the coolant inlet pipe and temperature sensor.

Parts

Quantity	Part Name	Part No.
1	Engine Coolant Thermostat Inlet Pipe	55507975
1	Engine Coolant Temperature Sensor	55488246
1	Gasket, Thermostat Inlet Pipe	55504553
1	Engine Coolant	12378390 US 10953456 CA
1	Exhaust Pipe Clamp	11603519
1	Catalytic Converter Gasket	55502444
2	Exhaust Muffler Gasket	22816982

It is estimated that there are only 15 involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this repair 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
9105491	Inspect Only – No Further Action Required	0.6	ZFAT	N/A
9105492	Repair (includes inspection)		ZFAT	N/A
	Acadia	2.5		
	Blazer	2.2		
	XT5	2.1		
	XT4	2.2		
	XT4 (AWD)	2.4		

Service Procedure

- Perform a cooling system leak check per *Coolant System Leak Testing* in SI.
 - If the cooling system maintains the rated pressure for at least 2 minutes, no further action is required.
 - If the cooling system does *not* maintain the rated pressure for at least two minutes, proceed to step 2.
- Locate the coolant temperature sensor in the engine coolant thermostat housing inlet pipe at the front of the engine.

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3. Pressurize the cooling system again with the EN-24460-A Cooling System Pressure Tester per *Coolant System Leak Testing* in SI and observe the coolant temperature sensor to see if it is leaking.
 - If the coolant temperature sensor IS leaking, replace the Engine Coolant Thermostat Housing Inlet Pipe. Refer to *Engine Coolant Thermostat Housing Inlet Pipe Replacement (LSY)* in SI.
 - If the coolant temperature sensor is NOT leaking, perform further diagnosis and/or repairs under warranty on a separate line. No further action is covered by this field action.

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.

Dealer Reports

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

