

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5638  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 7, 2021

Subject: N202296840 - Service Update  
Upper Intermediate Steering Shaft

Models: 2020 Cadillac CT5

To: All General Motors Dealers

General Motors is releasing Service Update N202296840 today. The total number of U.S. vehicles involved is approximately 3364. 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 January 8, 2021 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

## N202296840 Upper Intermediate Steering Shaft



Release Date: January 2021

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	CT5	2020	2020		

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 2020 model year Cadillac CT5 vehicles may have a condition where the upper intermediate steering shaft contacts the front brake line.
<b>Correction</b>	Dealers are to inspect the brake line and if necessary, replace the front brake lines.

### Parts

Quantity	Part Name	Part No.
1	Front Brake Pipe Assembly	84940521
1	Brake Pipe Assembly Left Front	84940517
1	Multi-Purpose Lubricant	01051344 (US) 19418762 (CA) Export*
2	Front Lower Control Arm Bolt	11611268
2	Front Lower Control Arm Front Bolt	11610915
1	A/C Compressor Hose Seal	13579648
1	A/C Condenser Hose Seal	13579649
1	A/C Evaporator Inlet Tube Seal	13579649
1	A/C Compressor Hose Seal	13579646
1	A/C Evaporator Outlet Tube Seal	13579646
1	Exhaust Pipe Clamp (AWD)	11603519
1	Catalytic Converter Gasket (AWD)	23355685
1	Catalytic Converter Gasket (AWD)	55502444
2	Front Wheel Drive Shaft Nut (AWD)	11612295
1	Front Wheel Drive Intermediate Shaft Retaining Ring (AWD)	23269759
1	Front Wheel Drive Intermediate Shaft O Ring (AWD)	23269758
1	Front Wheel Drive Shaft Retaining Ring (AWD)	84210850
1	Prop Shaft Hub Clamp (AWD)	11602571
4	Engine Mount Bolt (AWD)	11549341
3	12346290 - DEX-COOL ENGINE COOLANT (AWD)	12346290 (US) 10953464 (Canada) 12346290 (Export)**
1	A/C Condenser Seal	13579648

Parts should only be ordered when inspection determines that it is necessary to replace.

It is estimated that there are only 0.4 % 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.

\*Obtain locally in compliance w/ GM spec GMW16601 (all other countries).

\*\*Obtain locally in compliance w/ GM spec GMW3420 and Material Specification 9985809 (all other countries).

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### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105142	Inspect Only – No Further Action Required	0.2	ZFAT	N/A
9105143	Bend Brake Pipe for Additional Clearance Replace Brake Pipe Section	0.4 10.6		

### Service Procedure

1. Open the hood.



2. Inspect the area shown for approximately 0.55 inches (14mm) of clearance between the brake line and steering shaft bolt. Check with the threads of the bolt facing the brake line, as shown, and then rotate the steering wheel 180 degrees again and check again with the head of the bolt facing the brake line.
  - If the brake line is NOT touching or has more than 0.55 inches (14mm) of clearance, no further action is required.
  - If the brake line is NOT touching, and has no signs of rubbing, but has LESS than 0.55 inches (14mm) of clearance to the steering intermediate shaft, gently bend the brake line away from the steering shaft until it has the specified amount of clearance, then skip to step 4.
  - If the brake line IS touching, OR has signs of rubbing in the past, proceed to step 3.
3. Replace the damaged brake pipe sections. Refer to *Front Brake Pipe Replacement – Left Side* and *Brake Pressure Modulator Valve Pipe Replacement* in SI.
4. Close the hood.

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### 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/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.

### 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.

