

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6156  
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 10, 2022

Subject: N222359630 - Customer Satisfaction Program  
Rear Body Floor Pan Metal Split

Models: 2022 Cadillac XT4

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222359630 today. The total number of U.S. vehicles involved is approximately 126. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in May 2022.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 10, 2022. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

## N222359630 Rear Body Floor Pan Metal Split



Release Date: May 2022

Revision: 00

**Attention:** This program is in effect until May 31, 2024.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	XT4	2022	2022		

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 2022 model year Cadillac XT4 vehicles may have a split in the metal floor pan in the rear passenger-side cargo area which may allow water to enter into the rear interior compartment area. If water does enter into the interior compartment, it could cause an odor and possible corrosion. The split may increase in size from continued vehicle use if it is not repaired.
<b>Correction</b>	Dealers are to inspect and if necessary, install a replacement section of the rear floor panel.

### Parts

Quantity	Part Name	Part No.
If Required	Panel Assembly – Rear Floor	84751747
As Required	Locally Sourced Windshield Installation Urethane Kit	* NPN

\* Locally sourced non-GM material.

**Parts should only be ordered when inspection determines that it is necessary.** It is estimated that there are only 131 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
9106304	Inspect Only – No Further Action Required	0.3		N/A
9106305	Install Rear Compartment Floor Reinforcement Panel (Includes Inspection)	1.5	ZFAT	*

\*The amount identified in “Net Item” should represent the actual sum total of the current GMCCA Dealer net price for Windshield Installation Urethane Kit needed to perform the required repairs, not to exceed \$70.00 USD (\$87.50 CAD), plus applicable Mark-Up or Landed Cost (for Export).

### Service Procedure

1. Remove the rear compartment floor stowage trim compartment. Refer to *Rear Compartment Floor Stowage Trim Compartment Replacement* in SI.
2. Lift the grey floor insulation pad.

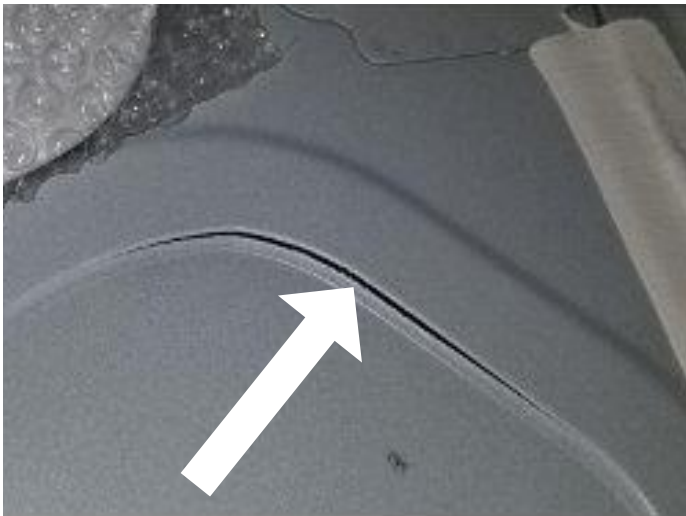
# Customer Satisfaction Program

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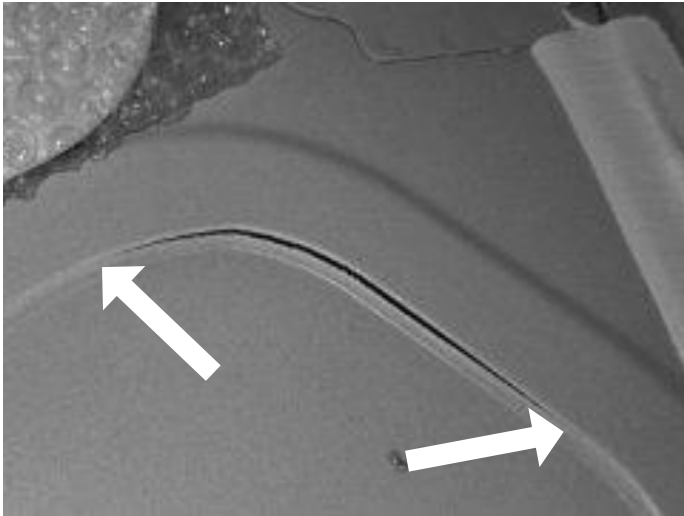
3. Locate the depression in the right-side floor area.



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4. Inspect the area for cracking.
  - If no cracking is found, no further action is required. Reinstall the rear compartment trim.
  - If cracking is found, proceed to step 5. These steps will involve mitigating the spread of the crack and installing a metal overlay to seal and reinforce the area.

**WARNING:** When working with any type of glass or sheet metal with exposed or rough edges, wear approved safety glasses and gloves in order to reduce the chance of personal injury.



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5. Drill a 3.2mm (1/8 in.) hole at both ends of the crack. This will stop the crack from spreading.



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6. On the service rear floor panel, use 13mm (1/2 in.) masking tape to mark a cut line around the perimeter of the area to be removed from the floor pan assembly.



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7. Using a suitable cutting tool such as a metal shear, nibbler or cut off wheel, cut around the **OUTSIDE** of the taped area.



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8. Remove the masking tape from the panel. Using a file or abrasive wheel remove any sharp edges or burrs from the cut-out panel.

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9. On the vehicle floor pan, use a scraper to remove the body sealer covering the hole.



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10. Test fit the cut-out panel to the floor, trim as necessary to ensure a flush fit. Pay particular attention around the weld stud.

**NOTE:** Use a urethane adhesive system which meet GM Specification GM 3651G.

11. Treat all the drilled holes, cut out panel edges and any other bare metal with pinch weld primer. Use the product associated with the urethane adhesive system used to install the cut-out panel.
12. Coat the underside of the cut-out panel with 3.2mm (1/8in.) windshield urethane.
13. Install the cutout panel onto the floor pan using the outline of the floor stamping for alignment.
14. Apply moderate pressure to the cut-out panel to ensure adhesion.

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15. Use a small disposable brush to smooth out the urethane squeeze out around the perimeter of the repair area.
16. Reinstall the grey floor insulation pad.
17. Reinstall the rear compartment floor stowage trim compartment. Refer to *Rear Compartment Floor Stowage Trim Compartment 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.

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 May 31, 2024. 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 May 31, 2024, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

#### Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain 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 contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

#### 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 for courtesy transportation program details.

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### Customer Notification

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

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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

## N222359630 Rear Body Floor Pan Metal Split



May 2022

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

Dear General Motors Customer:

We have learned that your 2022 model year Cadillac XT4 may have a split in the metal floor pan in the rear passenger-side cargo area which may allow water to enter into the rear interior compartment area. If water does enter into the interior compartment, it could cause an odor and possible corrosion. The split may increase in size from continued vehicle use if it is not repaired.

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 inspect and if necessary, install a rear floor panel reinforcement section. This service will be performed for you at **no charge until May 31, 2024**. 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.

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.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-333-4223	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

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 Cadillac XT4 provides you many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

N222359630