

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6218  
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 19, 2022

Subject: N222368650 - Customer Satisfaction Program  
Engine Crankshaft Improper Heat Treatment

Models: 2022 Cadillac XT6

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222368650 today. The total number of U.S. vehicles involved is 6. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on August 1, 2022.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated July 19, 2022. There are no stock VINs for the US dealers. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

## N222368650 Engine Crankshaft Improper Heat Treatment



Release Date: July 2022

Revision: 00

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

There are only 6 vehicles involved in this field action: 1GYKPDRS1NZ153435, 1GYKPDRS8NZ152878, 1GYKPDRS3NZ153503, 1GYKPCRS6NZ153067, 1GYKPDRS9NZ153036, 1GYKPDRSXNZ153241.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	XT6	2022	2022	LGX	3.6L, 6-cylinder gas engine

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 XT6 vehicles, equipped with a 3.6L, 6-cylinder gas engine (RPO LGX), may have a condition in which the engine crankshaft received an improper heat treatment.
<b>Correction</b>	Dealers are to replace the engine.

### Parts

Quantity	Part Name	Part No.
1	LGX Accessory Engine	12711499
As Req.	A/C Refrigerant (R1234YF)	19260234
4	Engine Coolant	12346290
1	PCV Tube	12701601
1	A/C Compressor & Condensor Hose Washer	13579648
1	A/C Compressor & Condensor Hose Washer	13579646
2	Catalytic Converter Gasket	22997477
2	Exhaust System Intermediate Gasket	23161602
2	Catalytic Converter Gasket	84135650
2	Vacuum Pump Oil Outlet Pipe Seal	12685956
1	Front Wheel Drive Shaft Nut	11612295
2	Front Wheel Drive Shaft Washer	11611965
2	Power Transfer Unit Half Shaft Retaining Clip	19132950
1	Power Transfer Unit Half Shaft Seal	19132944
1	Propeller Shaft to Differential Carrier Interface Retainer	23432713
1	Power Transfer Unit Propeller Shaft Seal	23321677
1	Power Transfer Unit Propeller Shaft Retainer	23432713
1	Power Transfer Unit Propeller Shaft Seal	23321677
2	Transmission Rear Mount Bolt	11549251
4	Drivetrain and Front Suspension Cradle Bolt	11547841
6	Front Cradle Mount Bolt Bracket Bolt	11588739
4	Rear Cradle Mount Bolt Bracket Bolt	11588739
3	Transmission Rear Mount Bracket Bolt	11609605
1	Transmission Fluid Cooler Pipe Seal	25874797
1	Front Wheel Drive Shaft Retaining Ring	90223082
3	Engine Mount Engine Side Bolt	11547918
1	Engine Coolant Thermostat Housing Seal	12647181
1	Engine Coolant Thermostat Housing Seal	12623519
1	Oil Level Indicator Seal	24504031
6	Intake Manifold Seal	12648665
1	Fuel Feed Intermediate Pipe	12695903
2	Fuel Injector Seal Kit	12657373
2	Engine Coolant Air Bleed Pipe Seal	12648547
1	Fuel Pump Housing Seal	12645181

**Note:** Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which parts to order, as some parts are included for AWD vehicles only.

# Customer Satisfaction Program

## N222368650 Engine Crankshaft Improper Heat Treatment



There are only 6 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
9106390	Engine Replacement		ZFAT	N/A
	FWD	13.4		
	AWD	16.0		

### Service Procedure

**Important: Service Agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.**

**Note: There are only 6 vehicles involved in this field action: 1GYKPDERS1NZ153435, 1GYKPDERS8NZ152878, 1GYKPDERS3NZ153503, 1GYKPCRS6NZ153067, 1GYKPDERS9NZ153036, 1GYKPDERSXNZ153241.**

Replace the engine. Refer to *Engine Replacement (AWD)* or *Engine Replacement (FWD)* in SI depending on your vehicle.

### 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/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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through August 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 August 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.

## **Customer Satisfaction Program**

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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).

# Customer Satisfaction Program

## N222368650 Engine Crankshaft Improper Heat Treatment



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

## N222368650 Engine Crankshaft Improper Heat Treatment



August 2022

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

Dear General Motors Customer:

We have learned that your 2022 model year Cadillac XT6 may have a condition in which the engine crankshaft received an improper heat treatment.

Your satisfaction with your XT6 is very important to us, so we are announcing a program to remedy this condition.

**What We Will Do:** Your GM dealer will replace the engine. This service will be performed for you at **no charge until August 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. 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.

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 XT6 provides you many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

N222368650