

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6342
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 17, 2022

Subject: N222379970 - Service Update
Internal Seam and Underbody Sealers Failed Adhesion Testing in
Plant

Models: 2023 Cadillac XT5
2023 Cadillac XT6
2023 GMC Acadia

To: All General Motors Dealers

General Motors is releasing Service Update N222379970 today. The total number of U.S. vehicles involved is 192. 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 November 17, 2022. A list of vehicles in dealer 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

N222379970 Internal Seam and Underbody Sealers Failed Adhesion Testing in Plant



Release Date: November 2022

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	XT5	2023	2023		
Cadillac	XT6	2023	2023		
GMC	Acadia	2023	2023		

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	On certain 2023 model year Cadillac XT5, XT6 and GMC Acadia vehicles, the sealer used in the vehicle interior and underbody may have failed the in-plant adhesion testing.
Correction	Dealers are to apply new sealer to the affected areas.

Parts

Quantity	Part Name	Part No.
1	3-M Bare Metal Seam Sealer	# 8310 *

* Obtain the 3-M Bare Metal Seam Sealer # 8310 from your local body supply store. **Do not order from GMCCA.**

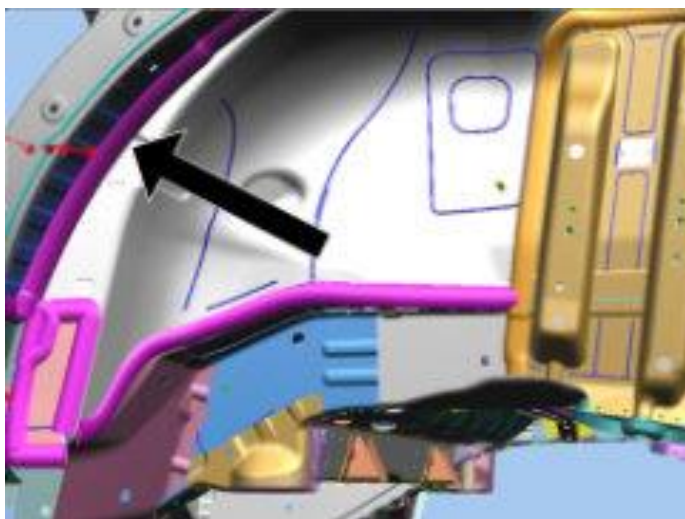
Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106544	Inspect Seam Sealer Adhesion, Includes Resealing Test Area. No Further Action Required	1.1	ZFAT	*
9106545	Apply New Seam Sealer to Affected Area, Failed Adhesion Test	3.3		

* The amount identified in "Net Item" should represent the actual sum total of the current GMCCA Dealer net price for seam sealer needed to perform the required repairs, not to exceed \$48.00 USD, \$65.00 CAD, plus applicable Mark-Up or Landed Cost (for Export).

Service Procedure

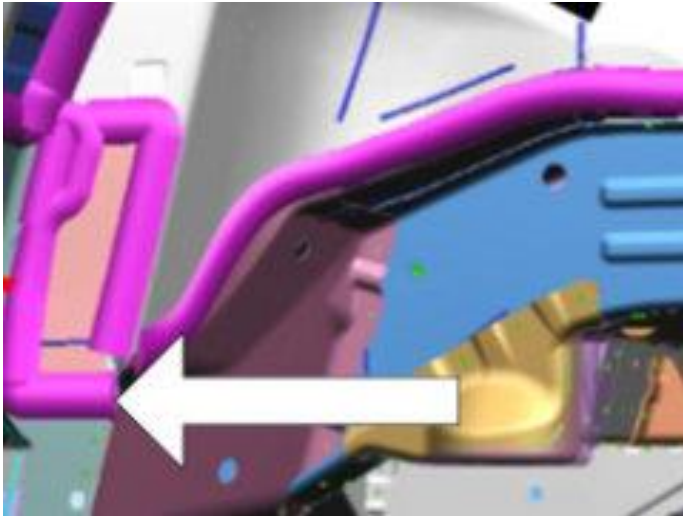
1. Remove the left rear wheelhouse liner. Refer to *Rear Wheelhouse Liner Replacement* in SI.



2. Locate the body sealer path indicated in purple in the graphic above.

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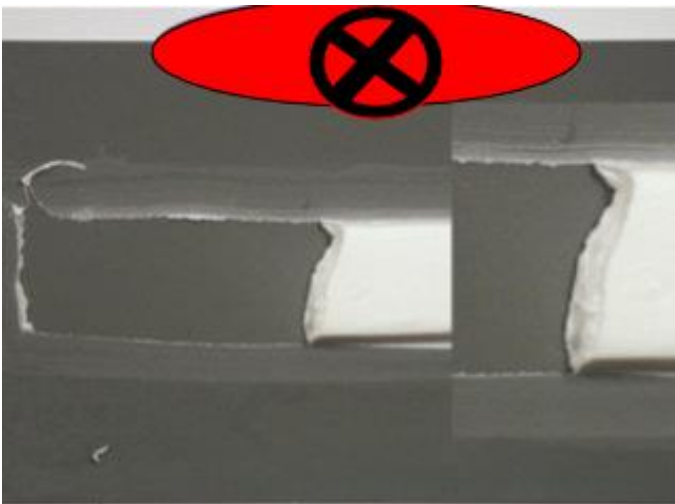


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3. Starting in the lower front corner, use a stiff putty knife or a gasket scraper to attempt to lift the seam sealer from the body.

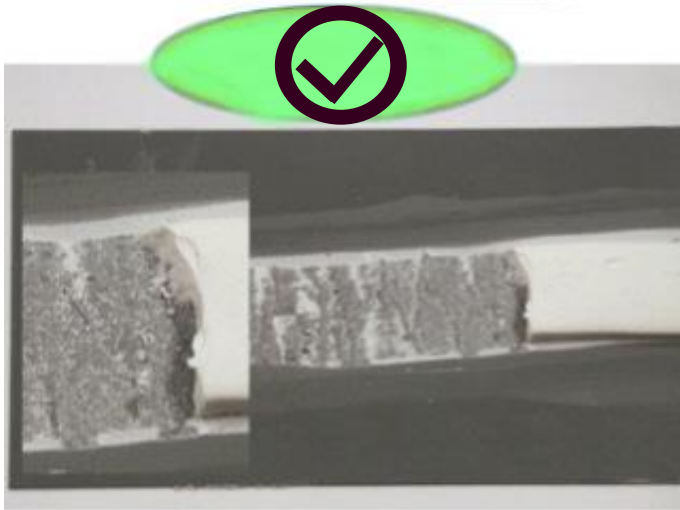


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- If the seam sealer easily peels from the painted (E-Coat) surface, the material is not performing correctly. Proceed to step #4.

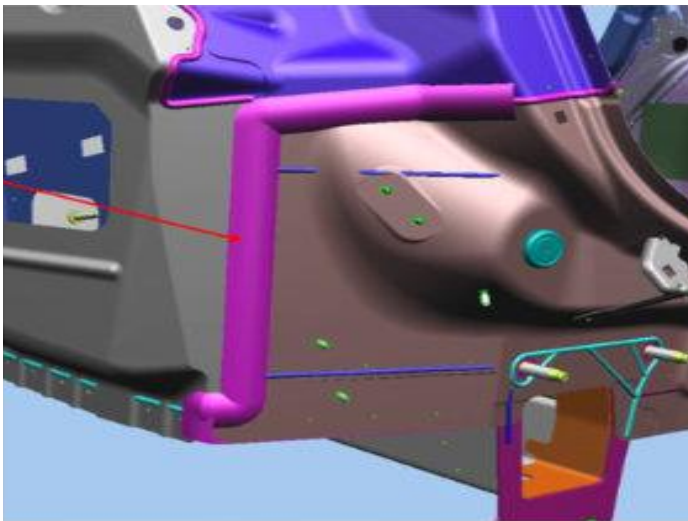
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- If the seam sealer does not peel easily but separates leaving a partial covering of sealer on the painted (E-Coat) surface, no further action is required. Replace any seam sealer that is disrupted during the above step and reinstall the wheelhouse liner. Refer to *Rear Wheelhouse Liner Replacement* in SI.
4. Remove the right rear wheelhouse liner. Refer to *Rear Wheelhouse Liner Replacement* in SI.
 5. Remove the rear bumper fascia. Refer to *Rear Bumper Fascia Removal and Installation* in SI.
 6. Locate the seam sealer application in the following areas, identified in purple. The left side is shown, seal the area on both the left and right sides of the vehicle.



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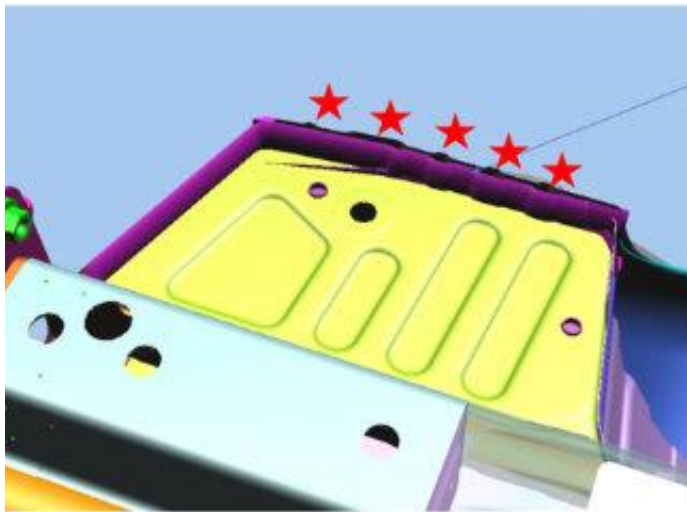
Left and Right Rear Body Panel

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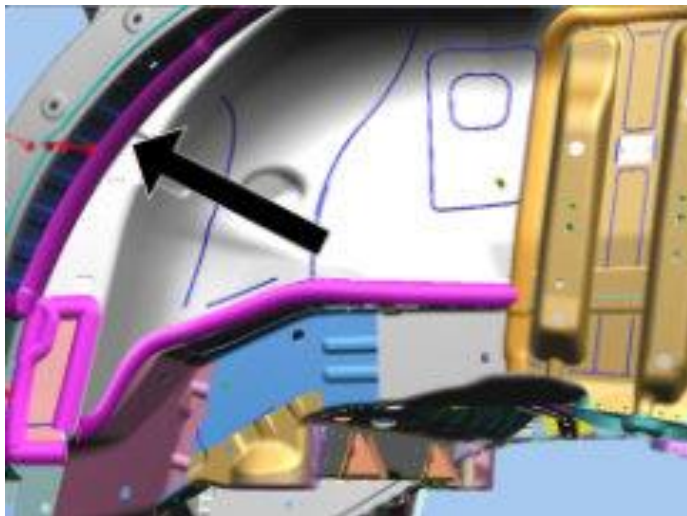


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Left and Right Floor Extensions (Only Service the Flange Noted with Stars)



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Left and Right Wheelhouses

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Important: Not all the areas identified will have adhesion issues. If while trying to remove the seam sealer, areas show good adhesion, do not “force” the tool to remove the seam sealer. Only remove the areas that are not adhering to the vehicle.

7. Using a stiff putty knife or gasket scraper, remove all the seam sealer. Use care to not gouge or damage the painted (E-Coat) surface.
8. Apply the new seam sealer (3-M Bare Metal Seam Sealer # 8310 or equal) per the packaged instructions.
9. If necessary, use a small brush to cover any exposed area of painted (E-Coat) surface. Ensure there is no bare metal exposed.
10. Allow the seam sealer to cure per the packaged instructions.
11. Reinstall the left and right rear wheelhouse liner. Refer to *Rear Wheelhouse Liner Replacement* in SI.
12. Reinstall the rear bumper fascia. Refer to *Rear Bumper Fascia Removal and Installation* in SI.

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 – For USA & Export

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.

