



Service Bulletin

Bulletin No.: 23-NA-028

Date: February, 2023

TECHNICAL

Subject: Front Lower Skid Plate Detached

Brand:	Model:	Model Year:		Vehicle Build Date:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2021	2023	SOP	February 10, 2023	All	All

Involved Region or Country	United States, Canada, Mexico, Europe, Russia, Middle East, Israel, Palestine, Japan, Cadillac Korea (South Korea)
Condition	Some customers may comment on the front skid plate becoming detached.
Cause	The cause of this condition may be due to the snap tabs not holding in the center and outward locations of the bumper in extreme high temperatures.
Correction	Follow the below procedure for installing Zip Ties (P/N 11509086) on some of the snap tabs to hold skid plate in position. Note: The two parts available are 84361212 Silver and 84226203 Black. There was a change to the part, but not the number, so if the part you receive has clips in the box, it is the new design and zip ties are not needed, but be sure to install the shoe clips in the end snap tab locations. If the new part does not have the clips in the box, you will need to install the zip ties.

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.

If you encounter a vehicle with the above concern, complete the following:

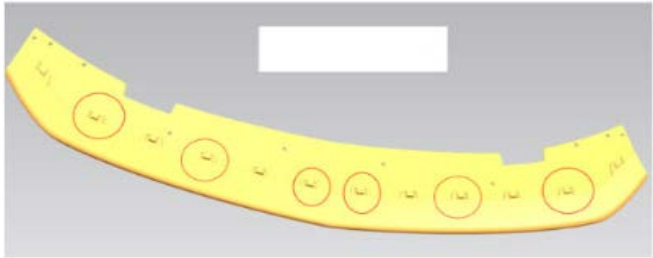
1. Remove the skid plate. Refer to *Front Bumper Fascia Skid Plate Replacement* in SI
2. With the Skid Plate removed, inspect the skid plate.
 - Do Not replace the Skid plate if it has not detached from vehicle or experienced any physical damage such as road rash or broken or deformed snap tabs. If no damage is noted, simply re-engage snap tabs on skid plate into lower fascia openings and secure with zip ties – as shown in steps below for zip tie location, orientation and quantity.



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- If the Skid Plate has partially or completely fallen off the vehicle, and is visibly damaged replace with new skid plate and attach zip ties as shown in steps below. Example of damaged Skid Plates to be replaced are shown above.

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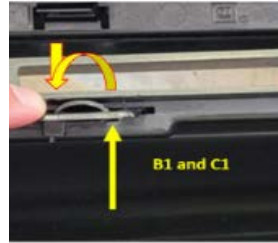
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- 3. Install skid plate by additionally adding 6 zip ties in the locations shown.



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For locations A1 and A2 the zip tie knot needs to be facing up as shown in picture above.



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For locations B1-B2 and C1-C2 the zip tie knot needs to be facing down so as not to be visible to customer through grille opening above the skid plate.

Parts Information

Note: The two parts available are 84361212 Silver and 84226203 Black. There was a change to the part, but not the number, so if the part you receive has clips in the box, it is the new design and zip ties are not needed, but be sure to install the shoe clips in the end snap tab locations. If the new part does not have the clips in the box, you will need to install the zip ties.

Causal Part	Description	Part Number	Qty
N/A	Tie Strap	11509086	1 (Package of 10)

Warranty Information

Important: Choose the correct labor operation based on the corresponding repair completed.

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
1488538*	Adding Zip Ties to the Front Bumper Skid Plate	1.9 hr
or		
1488578*	Adding Zip Ties and Replacing Front Bumper Skid Plate	2.2 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released February 24, 2023

