



Service Bulletin

Bulletin No.: 20-NA-074

Date: March, 2023

TECHNICAL

Subject: Front Fascia Paint Chipping at Headlamp Opening

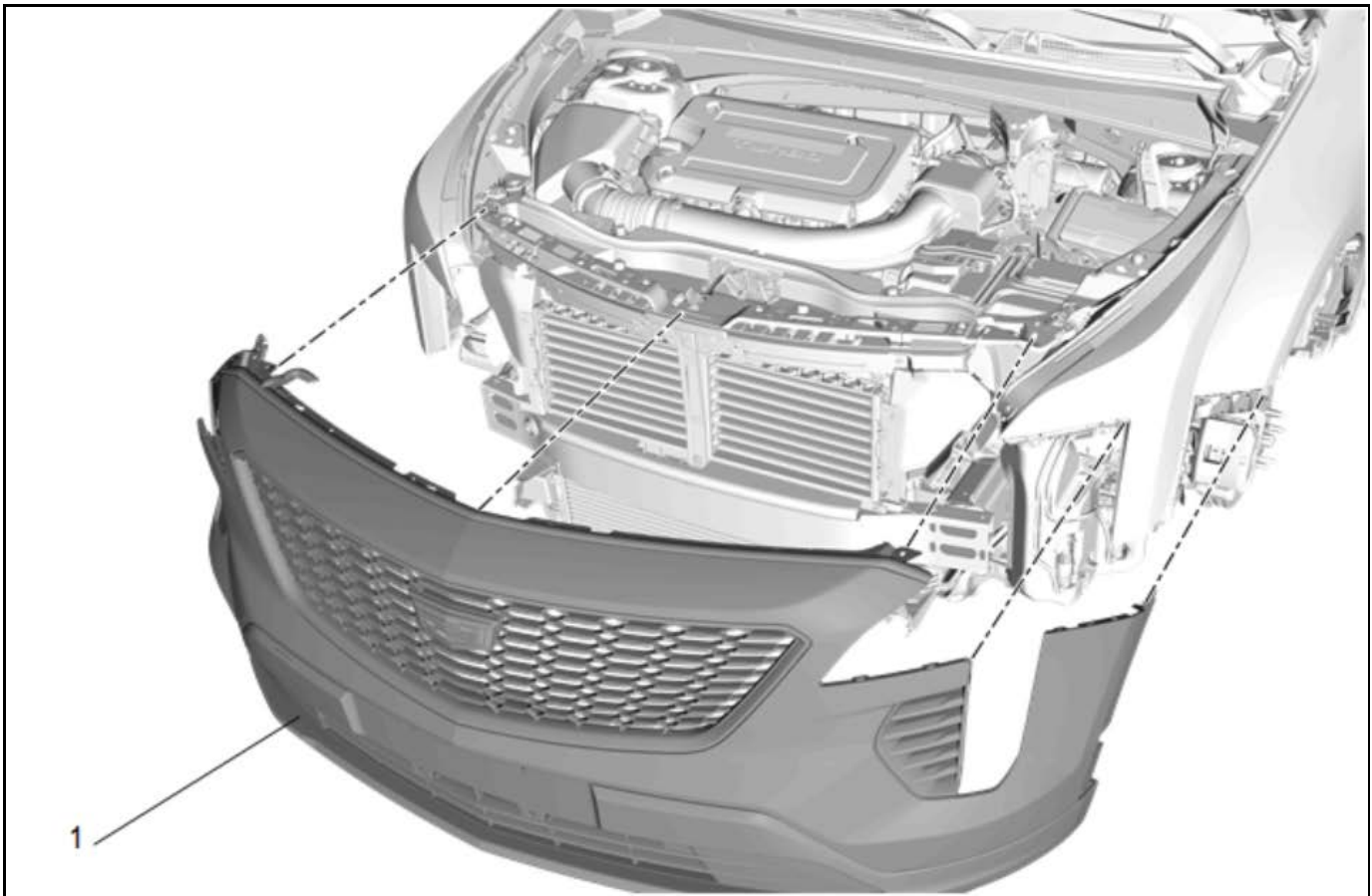
Attention: BULLETIN CAN ONLY BE REFERENCED AND CLAIM MADE ONCE THE VEHICLE HAS BEEN SOLD TO THE CUSTOMER. VEHICLES IN DEALERS STOCK INVENTORY CANNOT BE REPAIRED.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4	2019	2023	—	—	All	All

Involved Region or Country	North America, Europe, Middle East
Condition	Some customers may comment on seeing the paint chipping on either, or both sides, of the front fascia at the headlamp opening.
Cause	The cause of the condition may be a tight, or interference, condition between the headlamp and fascia.
Correction	<p>Important: Bulletin can only be referenced and claim made once the vehicle has been sold to the customer. Vehicles in Dealers stock inventory cannot be repaired.</p> <p>Note: Do NOT replace the headlamps on a vehicle with this condition.</p> <p>Remove and reinstall the front fascia, repair fascia paint as necessary and add protective tape to BOTH headlamps, following the steps in the Service Procedure below.</p>

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.



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1. Remove the front fascia (1). Refer to *Front Bumper Fascia Removal and Installation* in SI.

Note: Refer to the latest revision of the GM Approved Refinish Materials book to identify the paint systems you may use that have been engineered to meet GM standards.

The latest revision of the GM Approved Refinish Materials booklet is located on the Genuine GM Parts website at www.genuinegmparts.com and also within the "Unit Repair Manual/Specialty Publication" section of GM Service Information (SI).

2. Complete a partial paint repair to the affected location(s) of the front fascia.
3. If the vehicle already has the previous design protective tape on the headlamps, remove and discard them.
4. Using a mixture of isopropyl alcohol and water, spray the mixture onto a cloth and wipe any dirt debris from both headlamps, in the area shown in the graphic above. Then, let air dry.
5. Apply 1 protective tape strip to each headlamp ensuring to follow the positioning and steps below:



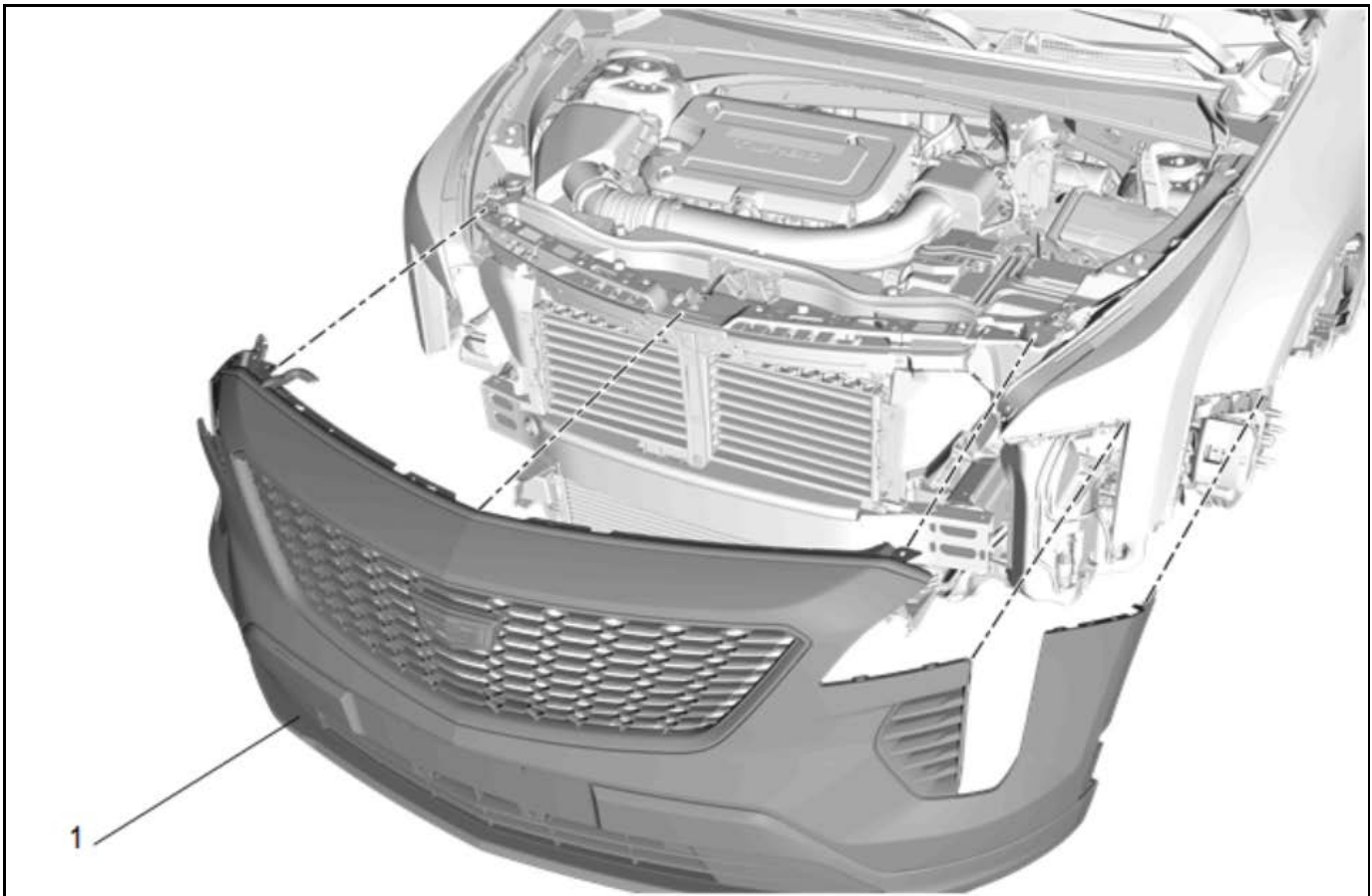
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- 5.1. Start application of protective tape by removing the liner from the narrower surface side.



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- 5.2. Align the top notch of the protective tape with the character line change on the lamp lens. This is where the headlamp interference with the hood starts.
 - 5.3. Align the edge of the tape along the transition point of light to dark on the lamp lens and align the bottom notch to the bottom of the lamp lens.
 - 5.4. Working from top to bottom, firmly press the protective tape to fully wet out the complete length.
 - 5.5. Again, working from top to bottom, firmly press the protective tape to fully wet out the complete length. Use of a squeegee may be helpful in pressing the protective tape into the corners.
 - 5.6. Lastly, fully wet out the top of the protective tape by pressing down into the top corner of the lamp lens.
6. Repeat step #5 on the other side headlamp.



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7. Reinstall the front fascia (1). Refer to *Front Bumper Fascia Removal and Installation* in SI.

Parts Information

Causal Part	Description	Part Number	Qty
N/A	SPACER-HDLP MT	86777568	1

Warranty Information

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	Paint Code
1481308*	Remove and Reinstall Front Fascia, Partial Refinish Color/Clear Coat Fascia, Apply Protective Tape	3.5 hrs **	AK
Add	With Tint Coat/Tri-Coat Paint	0.3 hr	GB

*This is a unique Labor Operation for bulletin use only.

**Includes Paint Mix Time

Version	5
Modified	Released May 08, 2020 Revised June 23, 2020 – Updated the Attention and Important statements and added the Labor Operation number. Revised September 10, 2020 – Added the 2021 Model Year. Revised August 25, 2021 – Added the 2022 Model Year, updated the Involved Region or Country section to apply to North America only, tape application steps in the Service Procedure and the Part Number. Revised March 06, 2023 — Added the 2023 Model Year and Important Statement.

