

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6541
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 24, 2023

Subject: N222388570 - Customer Satisfaction Program
Outside Rear View Mirror Incorrect

Models: 2023 Cadillac CT4

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222388570 today. The total number of U.S. vehicles involved is approximately 105. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in May 2023.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated April 24, 2023. 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

Customer Satisfaction Program

N222388570 Outside Rear View Mirror Incorrect



Release Date: April 2023

Revision: 00

Attention: This program is in effect until May 31, 2025.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	CT4	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	Certain 2023 model year Cadillac CT4 vehicles may have been built with an incorrect side blind zone assist mirror.
Correction	Dealers are to replace both outside rear view mirrors.

Parts

Important: The service mirror assembly does not come with the mirror glass. It is necessary to order all 4 service part numbers to complete the repair.

Quantity	Part Name	Part No.
1	Mirror, Outside Rear View	84998685
1	Mirror, Outside Rear View	86804773
1	Housing, Outside Rear View Mirror	87840329
1	Housing, Outside Rear View Mirror	87840327

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

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
9106746	Replace Left and Right Outside Rear-View Mirror Housings	1.0	ZFAT	N/A

Service Procedure

Note: It is not necessary to remove the mirror glass from the mirror assembly when performing the following procedure. Transfer the body colored mirror shell from the original mirrors to the new service mirrors.

- Remove the left outside rearview mirror assembly. Remove and retain the body colored mirror cap, discard the remaining components. Refer to *Outside Rearview Mirror Housing Replacement* in SI.
- Install the new service left outside rearview mirror assembly. Remove and discard the primed mirror cap and install the body colored mirror cap that was removed from the original mirror assembly. Refer to *Outside Rearview Mirror Housing Replacement* in SI.
- Repeat steps one and two on the right side outside rearview mirror.

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, 2025. Customers who have recently purchased vehicles sold from your vehicle inventory,

Customer Satisfaction Program

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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, 2025, 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 Notification

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

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

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May 2023

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2023 model year Cadillac CT4 may have been built with an incorrect side blind zone assist mirror.

Your satisfaction with your CT4 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 replace both outside rear view mirrors. This service will be performed for you at **no charge until May 31, 2025**. 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 CT4 provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N222388570