

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6632
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 27, 2023

Subject: N222392451 - Customer Satisfaction Program
Engine Machining Debris

Models: 2023 Cadillac Escalade/Escalade ESV
2023 Chevrolet Camaro
Equipped with 6.2L, 8-cylinder Gas Engine (RPO LT4)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222392451 today. The total number of U.S. vehicles involved is approximately 5. Please see the attached bulletin for details.

As previously communicated on December 15, 2022, via GlobalConnect Message GCUS-3-2738, vehicles involved in field action N222392450 were placed on Stop Delivery. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from Stop Delivery and the vehicle can be delivered to the customer. VINs previously included in Stop Delivery Reference N222392450 have been moved to new Field Action N222392451.

Customer Letter Mailing

The customer letter mailing will begin in August 2023.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated July 27, 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

N222392451 Engine Machining Debris



Release Date: July 2023

Revision: 00

Attention: Vehicles involved in this program were placed on stop delivery December 15, 2022. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

This program is in effect until August 31, 2025.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade, Escalade ESV	2023	2023	LT4	6.2L, 8-cylinder Gas Engine
Chevrolet	Camaro				

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 Escalade, Escalade ESV and Chevrolet Camaro vehicles, equipped with the 6.2L, 8-cylinder gas engine, (RPO LT4), may have potentially been manufactured with machining debris left inside the engine.
Correction	Dealers are to replace the engine. Only 5 vehicles are included in this field action.

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Parts

Quantity	Part Name	Part No.
Camaro		
1	LT4 - Engine (Camaro)	12716403
1	A/C Compressor and Condenser Hose Seal	52474375
3	A/C Condenser Hose Seal	13579648
1	Catalytic Converter Clamp	22860193
1	Exhaust System Seal	21992620
2	Exhaust System Front Gasket	12624939
2	Water Pump Gasket	12657430
1	Intake Manifold Gasket	12679527
2	Exhaust Manifold Gasket	12657093
2	Front Lower Control Arm Bolt	11610915
2	Front Suspension Cradle Intermediate Bolt	11547921
4	Front Suspension Cradle Front Bolt	11547921
2	Front Lower Control Arm Bolt	11611268
8	Flywheel Bolt	12563485
10	Engine Oil 0W-40	19432866 US 19433272 CA
3	Engine Coolant	12346290 US 10953464 CA
2	Fuel Injector O-Ring Seal Kit	19432442
1	Fuel Feed Intermediate Pipe	12703668
1	Fuel Feed Intermediate Pipe	12677005
1	Fuel Pump Bracket Gasket	12623308
10	Exhaust Manifold Bolt	11546600
Escalade/Escalade ESV		
1	LT4 - Engine (Escalade)	12716404
10	Exhaust Manifold Bolt	11546600
2	Exhaust Manifold Gasket	12657093
1	Fuel Pump Bracket Gasket	12623308
1	Fuel Feed Intermediate Pipe	12677005
1	Fuel Feed Intermediate Pipe	12703669
2	Fuel Injector O-Ring Seal Kit	12726902
10	Intake Manifold Bolt	11546958
4	Charge Air Cooler Housing Gasket	12642745
1	Charge Air Cooler Housing Gasket	12665158
8	Intake Manifold Gasket	12626354
8	Engine Oil 0W-40	19432866 US 19433272 CA
6	Engine Coolant	12346290 US 10953464 CA
2	Water Pump Gasket	12657430
1	Exhaust System LH Seal	15035747
1	Engine Oil Cooler Gasket	23129010
1	A/C Compressor and Condenser Hose Seal	13579646
1	A/C Condenser Hose Seal	13579649
2	Transmission Fluid Cooler Seal	84369120
1	Exhaust System RH Seal	15077362

Important: An initial supply of the 12716403 & 12716404 (ENGINE,GASOLINE (SERV))(s) required to complete this recall is being pre-shipped to 5 involved dealers of record. This pre-shipment will begin and conclude the week of July 31, 2023. Pre-shipped parts will be charged to dealer's open parts account.

All other parts listed on this Recall are on open ordering and can be ordered as needed. There are only 5 involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this**

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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
9106624	Engine Replacement Escalade Camaro Add: Front End Alignment Add: Recover and Recharge Refrigerant	20.4 18.9 0.7 0.3	ZFAT	N/A
9106625	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	*

Note: To avoid having to “H” route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

Floor Plan Reimbursement – NEW INVENTORY ONLY

* **USA & Canada Dealers Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (December 15, 2022) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 226 days).

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2023 Cadillac Escalade	\$22.88	N/A
2023 Cadillac Escalade ESV	\$23.50	N/A
2023 Chevrolet Camaro	\$10.34	N/A

Service Procedure

Replace the engine. Refer to *Engine Replacement (LT4)* in SI for Escalade, or *Engine Replacement (LT4-Automatic Transmission)* in SI for Camaro.

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 August 31, 2025. 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, 2025, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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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**

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August 2023

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

Dear General Motors Customer:

We have learned that your 2023 model year Cadillac Escalade, Escalade ESV or Chevrolet Camaro may have potentially been manufactured with machining debris left inside the engine.

Your satisfaction with your Escalade, Escalade ESV or Camaro 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 the engine. This service will be performed for you at **no charge until August 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
Chevrolet	1-800-222-1020	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 GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

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