

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6694
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 17, 2023
Subject: N232418300 - Service Update
Incorrect Oil Indicator
Models: 2023 Cadillac CT4
2023 Cadillac CT5
To: All General Motors Dealers

General Motors is releasing Service Update N232418300 today. The total number of U.S. vehicles involved is approximately 7. 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 October 17, 2023. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N232418300 Incorrect Oil Level Indicator



Release Date: October 2023

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	CT4	2023	2023		
Cadillac	CT5				

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 and Cadillac CT5 vehicles may have a condition in which the vehicle was built with the incorrect oil level indicator (dipstick).
Correction	Dealers are to replace the oil level indicator (dipstick), check the oil, and add oil as necessary.

Parts

Quantity	Part Name	Part No.
1	Oil Level Indicator	*
As required	Engine Oil	19432331 (US)
As required	Engine Oil	19432456 (CA)

Note: * Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Oil Level Indicator to order.

It is estimated that only 8 involved vehicles will require parts replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Warranty Information

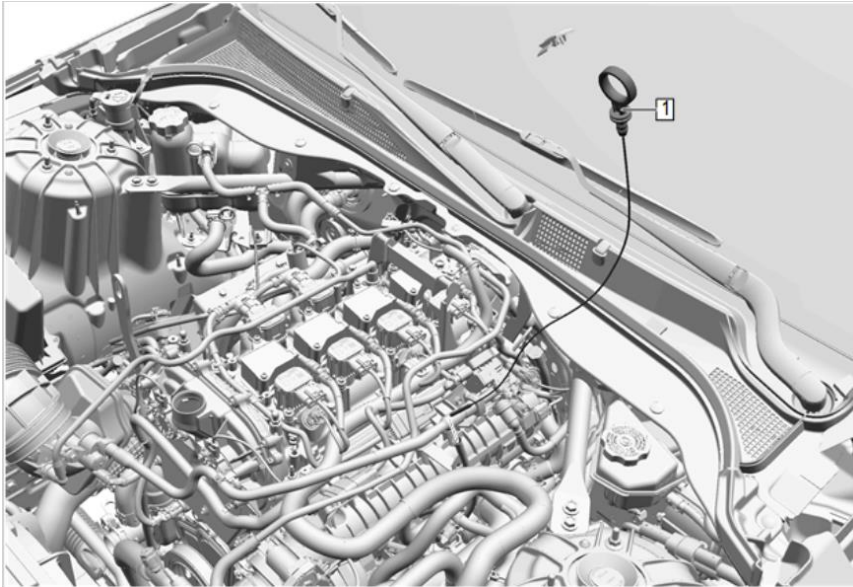
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106989	Replace Oil Level Indicator	0.1	ZFAT	N/A

Service Update

N232418300 Incorrect Oil Level Indicator



Service Procedure



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1. Remove and DISCARD Oil Level Indicator (1).
2. Install NEW Oil Level Indicator (1).
3. Check oil level. Add oil as necessary.

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 Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action 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 Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation 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.

