

GENERAL MOTORS
DCS6921
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 25, 2024

Subject: N242449880 - Service Update
Paint Not Applied to Left Interior Rear Door

Models: 2024 Cadillac XT5
2024 Cadillac XT6

General Motors is releasing Service Update N242449880 today.

What Should Dealers Do: Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin and it will also be displayed in Service Information tomorrow.

The Stock VIN list of vehicles in dealer inventory is attached to this message. Note: this list is only accurate at the time of report creation and all VINs should be validated in IVH prior to repair.

END OF MESSAGE

Service Update

N242449880 Paint Not Applied to Left Interior Rear Door



Release Date: June 2024

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.

For EV Involved Vehicles: The repairs outlined in this bulletin must only be completed at an authorized EV dealer and repairs must be performed by a technician who has successfully completed the applicable technical training required to perform this repair.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	LYRIQ	2024	2024		
Cadillac	XT5				
Cadillac	XT6				

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 2024 model year Cadillac LYRIQ, XT5, and XT6 vehicles may have a condition where the left interior rear door may not have paint applied.
Correction	Dealers are to inspect, and if necessary, recoat the inner rear door.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107495	Inspect Only – No Further Action Required	0.1	ZFAT	N/A
9107496	Recoat Inner Rear Door (includes inspection)		ZFAT	N/A
	LYRIQ	2.5		
	XT5	2.0		
	XT6	2.2		
	ADD: With Tint Coat/TriCoat Paint	0.3		

Service Procedure



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Service Update

N242449880 Paint Not Applied to Left Interior Rear Door



1. Inspect the interior portion of the driver's side rear door for a condition in which no paint coating has been applied. Clear coat may be applied, but the exterior paint color coat may be missing. Use a bright light to aid in inspection.
 - A. If the interior portion of the left rear door has been painted, no further action is required.
 - B. If the vehicle is missing paint, proceed to step 2.

Caution: Any and all repairs should be made **ONLY** by a certified collision repair technician.

2. Remove the left rear door trim panel. Refer to *Rear Side Door Trim Removal and Installation* in SI.
3. Remove the Rear Side Door Water Deflector.
4. Remove the left rear door. Refer to *Rear Side Door Replacement* in SI.
5. Prepare the area for painting as necessary.
6. Paint the affected area by blending the base coat.

Caution: **DO NOT** attempt to blend the clear coat.

7. Clear coat the entire interior side of the rear side door.
8. Reinstall the left rear door. Refer to *Rear Side Door Replacement* in SI.
9. Reinstall the left rear door trim panel. Refer to *Rear Side Door Trim Removal and Installation* in SI.

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.

