

GENERAL MOTORS
DCS7306
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 26, 2025

Subject: N252519310 - Customer Satisfaction Program
Thermostat Housing Low Torque

Models: 2025-2026 Cadillac CT4

General Motors is releasing Customer Satisfaction Program N252519310 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.

For dealers with involved vehicles, a listing has been prepared and will be available through GM Global Connect Maxis Field Action Reports or GWM Field Action Batch Search Report. 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.

END OF MESSAGE

Customer Satisfaction Program

N252519310 Thermostat Housing Low Torque



Release Date: August 2025

Revision: 00

Attention: Investigate Vehicle History (IVH) in the GM Global Warranty Management system **MUST** always be checked to confirm vehicle involvement and **MUST** be in OPEN status prior to beginning any required inspections and/or repairs. **DO NOT** use Service Information with VIN search, as it will not verify the VIN eligibility for field actions.

This program is in effect until September 30, 2027.

Make	Model	Model Year	
		From	To
Cadillac	CT4	2025	2026

Investigate Vehicle History (IVH) in the GM Global Warranty Management system **MUST** always be checked to confirm vehicle involvement and **MUST** be in OPEN status prior to beginning any required inspections and/or repairs. **DO NOT** use Service Information with VIN search, as it will not verify the VIN eligibility for field actions.

Condition	Certain vehicles listed above, may have a condition in which the torque on the engine thermostat housing fasteners is low.
Correction	Dealers will inspect for engine cooling system leaks originating at the thermostat housing. If a leak is present the thermostat housing gasket and seal will be replaced, fasteners secured to correct torque and coolant system refilled. If leak does not exist, torque fasteners to the 10Nm.

Parts

Use the vehicles VIN and Electronic Parts Catalog if parts are required.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108013	Inspect Thermostat Housing for Leaks and Retorque Thermostat Housing Bolts	2.3	ZFAT	N/A
9108014	Inspect Thermostat Housing for Leaks and Replace Thermostat Housing Gasket/Seal	8.4	ZFAT	N/A

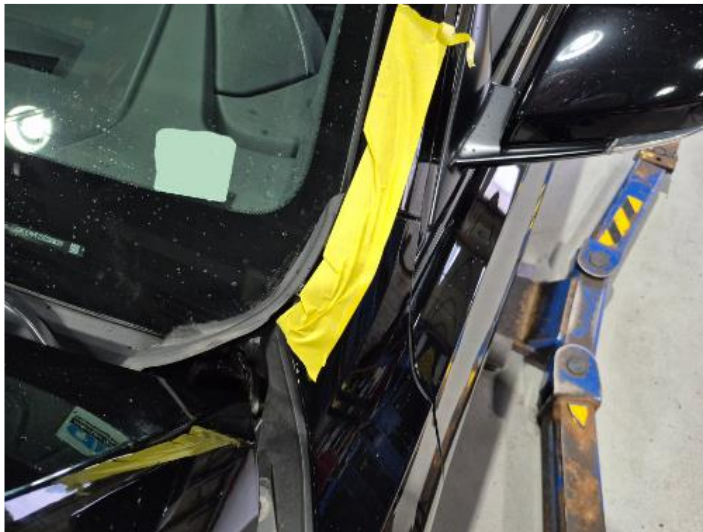
Service Procedure

1. Pressure test coolant system and check for leaks. Refer to *Cooling System Leak Testing* in SI.
 - 1.1. If any leaks are found, replace the engine coolant thermostat housing gasket/seal. Refer to *Engine Coolant Thermostat Housing Replacement* in SI.
 - 1.2. If no leaks are found, continue to step 2. Reference *Engine Coolant Thermostat Housing Replacement* in SI for component views if required.
2. Remove the Intake Manifold Cover Bolt.
3. Remove the Engine Oil Filler Cap.
4. Remove the Intake Manifold Cover.
5. Install the oil filler cap after removal of the intake manifold cover to prevent debris from falling into the engine.
6. Remove the Windshield Wiper Arms - Left Side and Right Side.
 - 6.1. Using the appropriate trim tool, remove the windshield wiper arm finish cap from the windshield wiper arm.
 - 6.2. Remove the Windshield Wiper Arm Nuts.
 - 6.3. Grasp the outer end of the windshield wiper arm and gently rock the arm back and forth to remove it from the windshield wiper transmission pivot shaft.

Caution: Damage to the vehicle paint may occur if the step below is not followed.

Customer Satisfaction Program

N252519310 Thermostat Housing Low Torque



6994645

7. Remove the Air Inlet Grille Panel Extensions - Left Side and Right Side.
 - 7.1. Apply two layers of masking tape as shown to prevent paint damage.
 - 7.2. Using a suitable plastic trim tool, carefully release the air inlet grille panel extension clips.
 - 7.3. Remove the air inlet grille panel extension from the air inlet grille panel and upper front fender.
8. Remove the Front Compartment Side Sight Shield Retainers - Left Side and Right Side.
9. Remove the Front Compartment Side Sight Shields - Left Side and Right Side.
10. Remove the hood rear outer air inlet seal retainers from the left and right side.
11. Remove the hood rear outer air inlet seal from the left and right side.
12. Remove the Air Inlet Grille Panel Retainers - Left Side and Right Side.
13. Remove the Air Inlet Grille Panel Extensions - Left Side and Right Side.
14. Remove the Air Inlet Grille Panel Retainers.
15. Remove the Air Inlet Grille Panels.
 - 15.1. Disconnect the windshield washer nozzle hose from the windshield washer pump hose.
 - 15.2. Lift the front edge of the air inlet grille panel and slide the panel forward from both hood hinges to remove.
16. Remove the Windshield Wiper System Module Shield.
17. Disconnect the windshield wiper motor electrical connector.
18. Remove the Windshield Wiper System Module Bolts.
19. Slide the windshield wiper system module inboard to release the grommet from the plenum and remove the windshield wiper system module from the vehicle.
20. Remove the Air Inlet Deflector Water Deflector Retainers.
21. Remove the Air Inlet Deflector Water Deflector.
22. Remove the Plenum Front Panel Nuts x 3.
23. Remove the Plenum Front Panel Bolts x 3.
24. Pull the forward lamp wiring harness out from the plenum front panel.

Customer Satisfaction Program N252519310 Thermostat Housing Low Torque

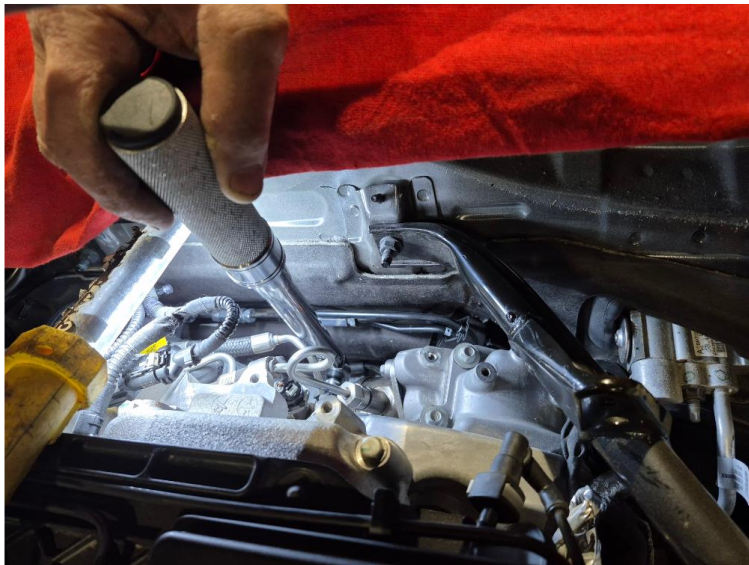


25. Remove the Plenum Front Panel Bolts x 4.
26. Remove the Plenum Front Panel Nuts x 3.
27. Remove the Plenum Front Panel.
28. Remove the Engine Rear Noise Shield Bolt x 1.
29. Remove the Engine Rear Noise Shield Bolts x 2.
30. Unclip the Retainers.
31. Reposition the Wiring Harness.
32. Remove the Fuel Pipe Shield.

Danger: The noise cancelling foam component **MUST** be replaced if it has been exposed to engine fluids. Failure to replace the noise canceling foam component that has been exposed to engine fluids may result in an engine fire resulting in catastrophic engine damage, and possible injury or death.

33. Remove the Engine Rear Noise Shield.
34. Verify there are no leaks coming from the thermostat housing.

Caution: Use a shop towel or equivalent to cover the windshield to prevent damage when torquing bolts.



6994647

Customer Satisfaction Program

N252519310 Thermostat Housing Low Torque



6994714

35. Torque the 3 Engine Coolant Thermostat Housing Bolts to 10Nm.

36. Reverse steps for installation.

Dealer Responsibility

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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through the end date as noted in the Attention box. 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 the end date as noted in the Attention box, 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

For dealers with involved vehicles, a listing has been prepared and will be available through GM Global Connect Maxis Field Action Reports or GWM Field Action Batch Search Report. 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

USA - For repairs covered under this Field Action, Courtesy Transportation can be made available ONLY if the customer/vehicle qualify for Courtesy Transportation per Bulletin 07-00-89-037.

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

Customer Satisfaction Program

N252519310 Thermostat Housing Low Torque



transportation program details. Refer to the most current Home Office Letter (YYYY-604) on the Courtesy Transportation Program for details.

Customer Notification

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

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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

N252519310 Thermostat Housing Low Torque



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

Dear General Motors Customer:

We have learned that your GM vehicle may have a condition in which the torque on the engine thermostat housing fasteners is low.

Your satisfaction with your vehicle 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 inspect for engine cooling system leaks originating at the thermostat housing. If a leak is present, the thermostat housing gasket and seal will be replaced, fasteners secured to correct torque and coolant system refilled. If a leak does not exist, fasteners will be torqued. This service will be performed for you at **no charge until September 30, 2027**. 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.

You may schedule your vehicle for repair using the QR code below. For more information about your vehicle, or if you have questions or concerns that your dealer is unable to resolve, please visit gm.com/service. You can also use your preferred voice assistant (for example, "Alexa, go to gm.com/service"), or call the Buick, Chevrolet or GMC Customer Assistance Center at 1-866-467-9700. For Cadillac, please call 1-800-333-4223.

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.

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

Scan here to
locate a dealer.



N252519310