

Special Coverage Adjustment

16087 Hazard Warning Flashers Activation



Reference Number: N16205941

Release Date: December 2016
Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	XTS	2013	2014		

Involved vehicles are identified on the Applicable Warranties section 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	On some 2013-2014 model year Cadillac XTS vehicles, the hazard flashers may turn on after the vehicle is shut down and/or they may turn on while driving. If the hazard flashers turn on after the vehicle is shut down and left unattended for a long period of time, the battery may die. This anomaly occurs due to a software issue within the switch.
Special Coverage Adjustment	This special coverage covers the condition described above for a period of 6 years or 72,000 miles (115,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after December 2, 2016, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to December 2, 2016, must be submitted to the Service Contract provider.
Correction	Dealers are to replace the hazard switch with a newly designed switch. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Hazard Warning Switch	23468237
1	Hazard Warning Switch	23468238

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which hazard warning switch to order.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900407	Hazard Warning Switch Replacement	0.9	ZREG	N/A
9900408	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900409	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

* For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

Replace the hazard warning switch. Refer to *Hazard Warning Switch Replacement* in SI.

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Customer Notification

General Motors will notify customers of this special coverage on their vehicle (see copy of typical customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by December 31, 2017. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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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December 2016

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

Dear General Motors Customer:

As the owner of a 2013 or 2014 model year XTS, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2013 and 2014 model year XTS vehicles may have a condition where the hazard flashers and turn on after the vehicle is shut down and/or may turn on while driving. If the hazard flashers turn on after the vehicle is shut down and left unattended for a long period of time, the battery may die. This anomaly occurs due to a software issue within the switch.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2013 or 2014 model year XTS within 6 years of the date your vehicle was originally placed in service or 72,000 miles (115,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by December 31, 2017, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
16087

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4275
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 2, 2016
Subject: 16087 - Special Coverage
Hazard Warning Flashers Activation
Models: 2013-2014 Cadillac XTS
To: All Cadillac Dealers

General Motors is releasing Special Coverage 16087 today. The total number of U.S. vehicles involved is 70,667. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on December 19, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated December 2, 2016. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS