

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5549
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 22, 2020

Subject: N202316420 - Service Update
Liftgate Opening Metal Split

Models: 2020 Cadillac XT5

To: All General Motors Dealers

General Motors is releasing Service Update N202316420 today. The total number of U.S. vehicles involved is 22. 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 23, 2020 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N202316420 Liftgate Opening Metal Split



Release Date: October 2020

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	XT5	2020	2020		

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 2020 model year Cadillac XT5 vehicles may have been built with a small metal split in the liftgate opening gutter panel, located in the upper left area of the liftgate opening. This metal split can be detected only with the liftgate open. This condition could result in a potential water leak or appearance issue.
Correction	Dealers are to inspect the liftgate opening for a potential metal split, and repair if necessary.

Parts

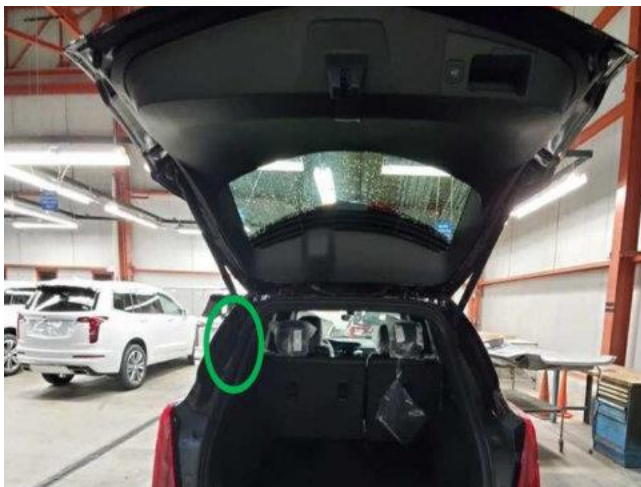
No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105338	Inspect for Liftgate Opening Metal Split (No Further Action Required)	0.2	ZFAT	N/A
9105339	Repair Liftgate Opening Metal Split (Includes weld, metal finish, spot paint repair and corrosion protection)	6.3		*

* The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for Paint, Material and Corrosion Protection needed to perform the required repairs, not to exceed \$51.57 USD, \$63.63 CAD.

Service Procedure



5660950

1. Open the liftgate and inspect the upper left area of the opening between the strut mount and the weatherstrip for a split condition.

Service Update

N202316420 Liftgate Opening Metal Split



5660951

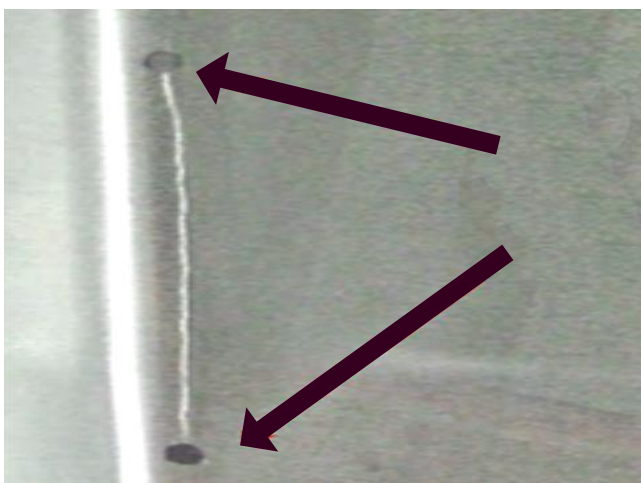
- If no split is found, no further action is required.
 - If a split is found, proceed to step #2.
2. Remove the left body side upper rear applique. Refer to *Body Side Upper Rear Applique Replacement* in SI.
 3. Remove the left quarter upper trim panel. Refer to *Quarter Upper Trim Panel Replacement* in SI.
 4. Remove the liftgate weatherstrip. Refer to *Liftgate Weatherstrip Replacement* in SI.
 5. Remove the left stop/taillamp assembly. Refer to *Rear Body Structure Stop Lamp Replacement* in SI.
 6. Move any wiring or flammable insulation from the inside of the repair area.
 7. Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.

Warning: Refer to [Approved Equipment for Collision Repair Warning](#) In SI.

Warning: Refer to [Glass and Sheet Metal Handling Warning](#) In SI.

IMPORTANT: Cover all the surrounding panels and interior trim with weld blankets to prevent damage from weld splatter/grinding debris.

8. Using a small abrasive wheel, remove the paint and undercoating's from the repair area.



5660952

9. Drill a 1/8in. hole at the two ends of the split. This will prevent the split from spreading.
10. MIG stitch weld the split, **use care the metal is a thin gauge.** To avoid overheating the area, stitch weld 1/2 inch, leave a 1/2 in. gap. Once this 1/2 in. weld, 1/2 in. gap pattern is completed, go back and fill in the gaps to complete the full length of the weld.
11. Metal finish the weld and prepare the repair area for paint.
12. Prime and paint the repair area as required. Refer to *Basecoat/Clearcoat Paint Systems* in SI.

Service Update

N202316420 Liftgate Opening Metal Split



13. Coat the inside of the repair area with a corrosion protective coating such as 3M 08852 Cavity Wax Plus or the equivalent.
14. Reconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
15. Reinstall the weatherstrip, stop/taillamp assembly, upper rear applique and quarter upper trim panel.

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 Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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.

Dealer Reports

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.

