

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5553
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 22, 2020

Subject: N202316150 - Service Update
Starter Nut Incorrect Torque Possible Arcing

Models: 2020 Cadillac CT5 equipped with 3.0 L Engine (RPO LGY)

To: All General Motors Dealers

General Motors is releasing Service Update N202316150 today. The total number of U.S. vehicles involved is approximately 29. 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

N202316150 Starter Nut Torqued Incorrectly – Potential for Arcing



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 | CT5 | 2020 | 2020 | LGY | 3.0L Twin Turbo V6 Engine, SIDI with Automatic Stop/Start |

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 CT5 vehicles had the incorrect torque applied to the starter nut. (6Nm instead of 12Nm). The nut may loosen over time due to insufficient clampload. This could cause intermittent start issues, a no start condition, or prolonged crank times. Arcing or sparking may also occur. |
| Correction | Dealers will tighten the starter nut to 12 Nm and replace any parts that show arcing. |

Parts

| Quantity | Part Name | Part No. |
|----------|-----------------------------------|----------|
| 1 | Starter Cable | 84882875 |
| 1 | Starter Terminal Nut | 11104191 |
| 1 | Starter | 12667973 |
| 1 | Turbo Exhaust Gasket | 12687531 |
| 1 | Catalytic Converter Gasket | 84534856 |
| 2 | Charge Air Cooler Inlet Tube Seal | 12659280 |
| 2 | Engine Oil Cooler Seal | 12698626 |
| 1 | Turbo Oil Return Pipe Gasket | 12670888 |
| 4 | Engine Mount Bolts | 11547742 |

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which part(s) to order after inspecting the vehicle.

Due to the small number of vehicles involved, (30), and due to limited initial parts availability, dealers are encouraged not to order parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace parts that show arcing.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|---|------------|-------------|----------|
| 9105340 | Inspect And Torque Starter Positive Terminal Nut only | 2.0 | ZFAT | N/A |
| 9105341* | Inspect And Torque Starter Positive Terminal Nut | 2.0 | | |
| | Add: Starter Replacement | 2.7 | | |
| | Add: Auxiliary Generator Battery Jumper Cable Replacement | 1.1 | | |
| | Add: Starter AND Auxiliary Generator Battery Jumper Cable Replacement | 3.8 | | |

* You may only claim ONE of the three add conditions. They are mutually exclusive to each other.

Service Procedure

1. Remove the Starter Heat Shield. Refer to *Starter Heat Shield Replacement (LGY)* in SI.
2. Remove both bolts securing the starter.

Service Update

N202316150 Starter Nut Torqued Incorrectly – Potential for Arcing



5654292

3. Rotate the starter approximately 90 degrees towards the driver's side of the car (as shown) to gain access to the starter B+ terminal.
4. Inspect the starter terminal for evidence of arcing (it may be helpful to use a mirror or borescope). If evidence of arcing is found on the nut or starter terminal, replace the starter.
 - If no evidence of arcing is found, torque the starter B+ terminal nut to 9 lb-ft (12 N-m).
 - If evidence of arcing is found on the nut or starter terminal, replace the starter. Refer to *Starter Replacement* in SI.
 - If evidence of arcing is found on the battery positive cable, replace it. Refer to *Auxiliary Generator Battery Jumper Cable Replacement* in SI.
5. Install the starter bolts and tighten to 43 lb-ft (58 N-m).
6. Replace the starter heat shield and all associated components. Refer to *Starter Heat Shield Replacement (LGY)* 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 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.

Service Update

N202316150 Starter Nut Torqued Incorrectly – Potential for Arcing



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.

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**