

Document ID# 1394132

2004 Cadillac CTS

---

# Customer Satisfaction - Tire Inner Sidewall Crack/ Bulge #03049 - (Oct 20, 2003)

03049 - Tire Inner Sidewall Crack/Bulge

2003-2004 Cadillac CTS

Equipped with Goodyear 17-Inch Tires

THIS PROGRAM IS IN EFFECT UNTIL OCTOBER 31, 2004.

## Condition

General Motors has decided that certain 2003 and 2004 model year Cadillac CTS vehicles equipped with Goodyear 17-inch tires may have a condition in which a bulge or crack may appear on the inner sidewall of the tires. Although a crack or bulge may be unsightly, it will not affect the performance of the tires. This is not a safety issue.

This program will expire on October, 31, 2004.

## Correction

Dealers are to replace the Goodyear 17-inch tires.

## Vehicles Involved

Involved are certain 2003 and 2004 model year Cadillac CTS vehicles equipped with Goodyear 17-inch tires and built within these VIN breakpoints:

Year	Division	Model	From	Through
2003	Cadillac	CTS	30100001	30175617
2004	Cadillac	CTS	40100003	40106294

## Important

Dealers should confirm vehicle eligibility through *GMVIS* (GM Vehicle Inquiry System) or *GM Access Screen* (Canada only) or *DCS Screen 445* (IPC only) prior to beginning program repairs. [Not all vehicles within the above breakpoints may be involved.]

Computer listings containing the complete Vehicle Identification Number, customer name and address data have been prepared, and are being furnished to involved dealers with the program bulletin. The customer name and address data furnished will enable dealers to follow up with customers involved in this program. Any dealer not receiving a computer listing with the program bulletin has no involved vehicles currently assigned.

These dealer listings may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this listing to the follow-up necessary to complete this program.

### Parts Information\*

#### For US

Parts required to complete this program are to be obtained from the authorized local Goodyear tire distributor using the normal warranty process as indicated in bulletin 00-03-10-003D, issued in January, 2003.

#### For Canada

Parts required to complete this recall are to be obtained through the General Motors Service Parts Aftermarket Tire Replacement Program. For additional information, reference bulletin 01-03-10-003A, issued in January, 2003, as well as the information in e-mail message dated August 21, 2003.

#### For IPC

Parts required to complete this program are to be obtained from the authorized local Goodyear tire distributor using the normal warranty process.

GM P/N	Goodyear P/N	Description	Qty/Vehicle

89049282	732-263-172 (US) HN263172 (Canada)	Tire ** (P225/50R17 93W BW AL3) Load Index: 93 Speed Rating: W TPC Spec Number: 1227MS	4 or 5
----------	---------------------------------------	---	--------

*\* BECAUSE THIS PROGRAM IS NOT A SAFETY PROGRAM AND CUSTOMERS WILL HAVE ONE YEAR TO BRING THEIR VEHICLES IN FOR THIS TIRE REPLACEMENT, AND TO ELIMINATE CARRYING A LARGE DEBIT ON YOUR OPEN ACCOUNT, DO NOT OVER-ORDER TIRES. ORDER TIRES ONLY AFTER CUSTOMER CONTACTS YOU TO SCHEDULE AN APPOINTMENT.*

*\*\* THE LAST 4 DIGITS OF THE TIRE'S DOT NUMBER (MOLDED ON THE INSIDE SIDEWALL NEAR THE BEAD) FOR THE REPLACEMENT TIRES USED IN THIS PROGRAM MUST BE 2303 OR HIGHER (BUILT THE 23RD WEEK OF 2003 (2303) OR LATER).*

### Service Procedure

The labor time allowance in this customer satisfaction program was developed specifically for this program and does not use the corporate average time listed in bulletin 00-03-10-003D (US) and bulletin 01-03-10-003A (Canada).

The following procedure provides instructions to replace all Goodyear 17-inch tires, including the spare tire if it is a Goodyear 17-inch tire.

#### **For US and Canada**

All removed tires are to be returned using the normal warranty process as indicated in bulletin 00-03-10-003D (US) or bulletin 01-03-10-003A (Canada).

#### **For IPC**

All removed tires are to be disposed of using their standard Goodyear warranty procedure.

#### **Inspection**

Verify that all tires are Goodyear with a 17-inch diameter.

- If the vehicle has had the tires replaced and they are not Goodyear 17-inch tires, no further action is required. Install the GM Identification Label.

- If the vehicle has Goodyear 17-inch tires, replace all of the tires. Proceed to the section titled Tire Replacement.

## Tire Replacement

### Tools Required

J 39544-KIT Complete Torque Socket Set - 10 Pieces

### Caution

**If penetrating oil gets on the vertical surfaces between the wheel and the rotor or drum it could cause the wheel to work loose as the vehicle is driven, resulting in loss of control and an injury accident.**

### Notice

Never use heat to loosen a tight wheel. It can shorten the life of the wheel, studs, or hub and bearing assemblies. Wheel nuts must be tightened in sequence and to the specified torque to avoid bending the wheel or rotor.

### Notice

Improperly tightened wheel nuts can lead to brake pulsation and rotor damage. In order to avoid expensive brake repairs, evenly tighten the wheel nuts to the proper torque specification.

### Notice

Removing the wheel may be difficult because of foreign materials or a tight fit between the wheel and the hub/rotor. Slightly tap the tire sidewall with a rubber mallet in order to remove the wheel. Failure to follow these instructions may result in damage to the wheel.

1. If equipped, remove the full-size (Goodyear 17-inch diameter) spare tier from the trunk and remove the core from the valve stem.
2. Raise the vehicle on a suitable hoist and support as necessary.

### Important

It is not necessary to replace the valve stems in this recall.

3. Remove the aluminum wheel center cap and the core from the valve stem on all four tire and

wheel assemblies.

4. Loosen and remove the wheel nuts from all four tire and wheel assemblies.
5. Remove the first tire and wheel assembly from the vehicle and remove any balance weights from the wheel.

### **Notice**

Use a tire changing machine in order to dismount the tires. Do not use hand tools or tire irons alone in order to remove the tire from the wheel. Damage to the tire beads or the wheel rim could result.

### **Notice**

Do not scratch or damage the clear coating on aluminum wheels with the tire changing equipment. Scratching the clear coating could cause the aluminum wheel to corrode and the clear coating to peel from the wheel.

### **Notice**

Damage to either the tire bead or the wheel mounting holes can result from the use of improper wheel attachment or tire mounting procedures. It takes up to 70 seconds for all of the air to completely exhaust from a large tire. Failure to follow the proper procedures could cause the tire changer to put enough force on the tire to bend the wheel at the mounting surface. Such damage may result in vibration and/or shimmy, and under severe usage lead to wheel cracking.

### **Important**

Rim-clamp European-style tire changers are recommended.

6. Use the tire changer in order to remove the tire from the wheel.
7. If necessary, use a wire brush or coarse steel wool in order to remove any rubber, or corrosion from the wheel bead seats.

### **Notice**

When mounting the tires, use an approved tire mounting lubricant. DO NOT use silicon or corrosive base compounds to lubricate the tire bead and the wheel rim. A silicon base compound can cause the tire to slip on the rim. A corrosive type compound can cause tire or rim deterioration.

8. Apply GM P/N 12345884 (Canadian P/N 5738223) or equivalent to the tire beads and the wheel rim.

9. Use the tire changer in order to install the tire to the wheel.

### Caution

**To avoid serious personal injury, do not stand over tire when inflating. The bead may break when the bead snaps over the safety hump. Do not exceed 275 kPa (40 psi) pressure when inflating any tire if beads are not seated. If 275 kPa (40 psi) pressure will not seat the beads, deflate, relubricate, and reinflate. Overinflation may cause the bead to break and cause serious personal injury.**

10. Install the core in the valve stem and inflate the tire to seat the beads. Once the beads are seated, adjust the air pressure to 30 psi (210 kPa).
11. Ensure that the locating rings are visible on both sides of the tire in order to verify that the tire beads are fully seated on the wheel.
12. Repeat the tire removal and installation steps on the remaining tire and wheel assemblies.
13. Balance all tire and wheel assemblies.

### Caution

**Before installing the wheels, remove any buildup of corrosion on the wheel mounting surface and disc mounting surface by scraping and wire brushing. Installing wheels with poor metal-to-metal contact at the mounting surfaces can cause wheel nuts to loosen. This can cause a wheel to come off when the vehicle is moving, causing loss of control, and possibly personal injury.**

**A torque wrench or J 39544 must be used to ensure that wheel nuts are tightened to specification. Never use lubricants or penetrating fluids on wheel studs, nuts, or mounting surfaces, as this can raise the actual torque on the nut without a corresponding torque reading on the torque wrench. Wheel nuts, studs, and mounting surfaces must be clean and dry. Failure to follow these instructions could result in wheel, nut, and/or stud damage.**

14. Install the four tire and wheel assemblies onto the vehicle.

### Notice

Use the correct fastener in the correct location. Replacement fasteners must be the correct part number for that application. Fasteners requiring replacement or fasteners requiring the use of thread locking compound or sealant are identified in the service procedure. Do not use paints, lubricants, or corrosion inhibitors on fasteners or fastener joint surfaces unless specified. These coatings affect fastener torque and joint clamping force and may damage the fastener. Use the correct tightening sequence and specifications when installing the fastener in order to avoid damage to parts and systems.

## Important

Tighten the nuts evenly and alternately in order to avoid excessive runout.

### 15. Install the wheel nuts. **Tighten**

Tighten the nuts in a criss/cross pattern to 140 N·m (100 lb ft).

16. Install the aluminum wheel center caps.
17. Lower the vehicle.
18. If equipped, install the full size spare tire in the trunk.
19. Install the GM Identification Label.

## Recall Identification Label

Place a Recall Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Recall Bulletin. Each label provides a space to include the program number and the five-digit dealer code of the dealer performing the program service. This information may be inserted with a typewriter or a ball point pen.

Put the Program Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle.

### **For US and IPC**

*When installing the Recall Identification Label, be sure to pull the tab to allow the adhesion of the clear protective covering. Additional Recall Identification Labels for US dealers can be obtained from Dealer Support Materials by either ordering on the web from DWD Store, gm-dealerworld.com, or calling 1-866-700-0001 (Monday-Friday, 8:00 am to 5:00 pm EST). Ask for Item Number S-1015 when ordering.*

*Additional Program Identification Labels for IPC dealers can be obtained from your Regional Marketing Office.*

### **For Canada**

*Additional Recall Identification Labels for Canadian dealers can be obtained from DGN by calling 1-800-668-5539 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Ask for Item Number GMP 91 when ordering.*

## Customer Reimbursement - For US

All customer requests for reimbursement for previous repairs for the recall condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Product Recall Customer Reimbursement Procedure Form is included with the customer letter.

## **Important**

Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

## **Customer Reimbursement - For Canada**

Customer requests for reimbursement of previously paid repairs to replace Goodyear 17-inch tires are to be submitted by October 31, 2004.

All reasonable customer paid receipts should be considered for reimbursement. The amount to be reimbursed will be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at the time of repair.
- Original paid receipt confirming the amount of repair expense(s) that were not reimbursed, a description of the repair, and the person or entity performing the repair.

Claims for customer reimbursement on previously paid repairs are to be submitted as required by WINS.

## **Important**

Refer to the GM service policies and procedures manual, section 1.6.2, for specific procedures regarding customer reimbursement verification.

## **Courtesy Transportation**

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranty. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product recall is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies



and Procedures Manual for Courtesy Transportation guidelines.

## Claim Information

Submit a Product Program Claim with the information indicated below.

<b>Repair Performed</b>	<b>Part Count</b>	<b>Part No.</b>	<b>Parts Allow</b>	<b>CC-FC</b>	<b>Labor Op</b>	<b>Labor Hours*</b>	<b>Net Item</b>
Inspect Tires - 17-inch Goodyear Tires NOT on Vehicle - No Further Action Req'd	0	N/A	N/A	MA-96	V1062	0.2	N/A
Inspect Tires - Replace Four Tires	4	--	**	MA-96	V1063	0.8***	****
Add: Full Spare Tire, if applicable (export only)	1					0.2	
Customer Reimbursement (Canadian Dealers ONLY)	N/A	N/A	N/A	MA-96	V1066	0.2	*****
Courtesy Transportation	N/A	N/A	N/A	MA-96	*****	N/A	*****

\* -- For Program Administrative Allowance, add 0.1 hours to the "Labor Hours".

\*\* -- The "Parts Allowance" should be the sum total of the current GMSPO Dealer Net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for the tires needed to complete the repair.

\*\*\* -- For IPC: For program administrative allowance, add 0.1 hour to the "Labor Hours."

For US and Canada: For program administrative allowance, add 0.1 hour to the "Labor Hours" and 0.3 hour for administrative allowance for time required to submit the information into the GTWC system and to return the tires, for a total of 0.4 hour.

\*\*\*\* -- For Canada: The amount identified in the "Net Item" column should represent the sum total of sublet cost, if applicable, and/or freight cost to return the tires.

\*\*\*\*\* -- The amount identified in the "Net Item" column should represent the dollar amount reimbursed to the customer.

\*\*\*\*\* -- Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual.

\*\*\*\*\* -- The amount identified in the "Net Item" column should represent the actual dollar amount for courtesy transportation.

Refer to the General Motors WINS Claim Processing Manual for details on Product Recall Claim Submission.

### Customer Notification

For US and Canada

Customers will be notified of this program on their vehicles by General Motors (see copy of customer letter included with this bulletin).

### Customer Notification

For IPC

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 suggested dealer letter.

### Dealer Program Responsibility

All unsold new vehicles in dealers' possession and subject to this program MUST be held and inspected/ repaired per the service procedure of this program bulletin BEFORE customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through October 31, 2004.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. This could be done by mailing to such customers a copy of the customer letter accompanying this bulletin. 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

dealership for service prior to October 31, 2004, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

## **GENERAL MOTORS PRODUCT PROGRAM CUSTOMER REIMBURSEMENT PROCEDURE**

If you have paid to have your tire(s) replaced due to this condition before November 10, 2003, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

Your claim will be acted upon within 60 days of receipt.

*If your claim is:*

- Approved, you will receive a check from General Motors.
- Denied, you will receive a letter from General Motors with the reason(s) for the denial, or
- Incomplete, you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the Cadillac Customer Assistance Center at 1-866-982-2339. The deaf, hearing impaired, or speech impaired should call 1-800-833-2622 (Utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

## **GENERAL MOTORS PRODUCT PROGRAM CUSTOMER REIMBURSEMENT CLAIM FORM**

**THIS SECTION TO BE COMPLETED BY CLAIMANT**

Date Claim Submitted:

Vehicle Identification Number (VIN):

Mileage at Time of Repair:

Date of Repair:

Claimant Name (please print):

Street Address or PO Box Number:

City, State, ZIP Code:

Daytime Telephone Number (include Area Code):

Evening Telephone Number (include Area Code):

Amount of Reimbursement Requested: \$

*THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM*

*Original or clear copy of all* receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy or credit card receipt.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this special policy.

Claimant's Signature:

Please mail this claim form and the required documents to:

General Motors Corporation

P.O. Box 33170

Detroit, MI 48232-5170

All recall reimbursement questions should be directed to the following number: 1-800-204-0261.

October, 2003

Dear General Motors Customer:

This notice is sent to inform you that Cadillac is conducting a voluntary customer satisfaction program that affects certain 2003 and 2004 model year Cadillac CTS vehicles equipped with Goodyear 17-inch tires.

We have learned that the tires on your vehicle may develop a bulge or crack on the inner sidewall of the tire. Although a crack or bulge may be unsightly, it will not affect the performance of the tires. This is not a safety issue.

## What We Will Do

To ensure that you are completely satisfied with your new Cadillac vehicle and to prevent the possibility of this condition occurring, your GM dealer will replace all of the Goodyear 17-inch tires on your vehicle. This service will be performed for you at *no charge* until October 31, 2004.

## What You Should Do

To limit any possible inconvenience, we recommend that you contact your GM dealer to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that tires will be available on your scheduled appointment date. Presenting the attached card to your dealer when you take your vehicle in will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please check the appropriate box and provide the new owner information, if available.

## Reimbursement

The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for this condition.

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

<b>Division</b>	<b>Number</b>	<b>Deaf, Hearing Impaired, or Speech Impaired*</b>
Cadillac	1-866-982-2339	1-800-833-2622
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)		

If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.

We sincerely regret any inconvenience this causes you. 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.

## General Motors Corporation

### Enclosure

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



**WE SUPPORT  
VOLUNTARY  
TECHNICIAN  
CERTIFICATION**

**© Copyright General Motors Corporation. All Rights Reserved.**

---

**Document ID# 1394132  
2004 Cadillac CTS**