GM SERVICE AND PARTS OPERATIONS

DCS2195

URGENT - DISTRIBUTE IMMEDIATELY

Date: November 26, 2008

Subject: 08178 – Product Safety Recall
Automatic Transmission Shift Lever Shifts Out of Park

Models: 2004 Cadillac SRX With Automatic Transmission

To: All Cadillac Dealers

Attention: Service Manager, Parts Manager, and Warranty Administrator

PRODUCT FIELD ACTION ANNOUNCEMENT

General Motors is announcing Product Safety Recall 08178 today. The number of vehicles involved is 18,519. Please see the attached bulletin for details.

Mailing Information

Customer notification letters will be mailed on December 3, 2008.

GM Vehicle Inquiry System (GMVIS)

GMVIS information is currently available.

Service Information System (SI)

Bulletin 08178 will be available in SI on November 27, 2008.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in DealerWorld today, November 26, 2008.

PLEASE CLICK ON THE MESSAGE ATTACHMENT BELOW
TO VIEW OR PRINT THE BULLETIN

END OF MESSAGE

GM SERVICE AND PARTS OPERATIONS

File In Section: Product Recalls
Bulletin No.: 08178
Date: November 2008

Recall Bulletin

PRODUCT SAFETY RECALL

SUBJECT: **Automatic Transmission Shift Lever Shifts Out of Park**

MODELS: **2004 Cadillac SRX**
With Automatic Transmission

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2004 model year Cadillac SRX vehicles equipped with an automatic transmission. Some of these vehicles have a condition in which the transmission shift lever can be moved from the PARK position with the ignition ON and without the operator depressing the brake pedal or, in some cases, the shifter can be moved from the PARK position with the ignition turned off. If the vehicle is parked, or is parked on a slope, this condition could allow the vehicle to roll, increasing the risk of a crash.

CORRECTION

Dealers are to replace the pawl stopper and a bushing within the shifter assembly.

VEHICLES INVOLVED

Involved are **certain** 2004 model year Cadillac SRX vehicles equipped with an automatic transmission and built within these VIN breakpoints:

Year	Division	Model	From	Through
2004	Cadillac	SRX	40111591	40167901

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the GM Vehicle Inquiry System (GMVIS). Not all vehicles within the above breakpoints may be involved.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided through the applicable system listed below. Dealers will not have a report available if they have no involved vehicles currently assigned.

- US dealers - GM DealerWorld Recall Information
- Canadian dealers - GMinfoNet Recall Reports
- Export dealers - sent directly to dealers

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

PARTS INFORMATION

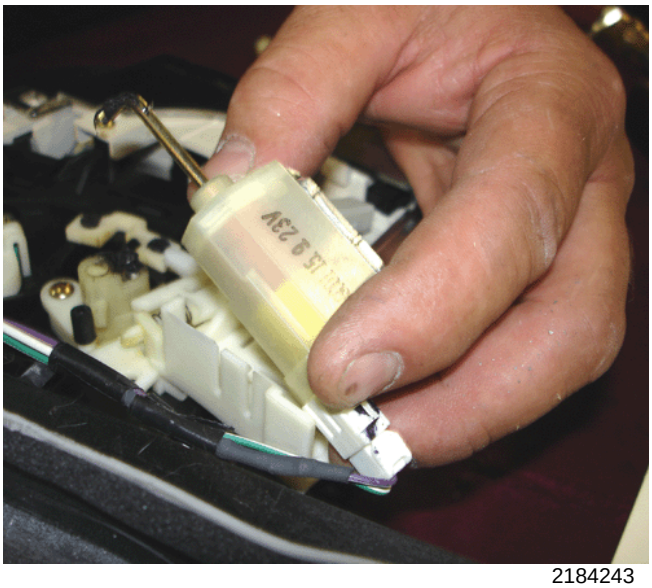
Parts required to complete this recall are to be obtained from General Motors Service and Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering parts. This part is not eligible for RIM Management. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
20823605	Bushing Kit, A/Trns Cont Base	1

SERVICE PROCEDURE

Rear-Wheel Drive Vehicles

1. Remove the shift lever assembly from the vehicle. Refer to *Transmission Control Replacement* in SI.
2. Place the shift lever in the neutral position (N).



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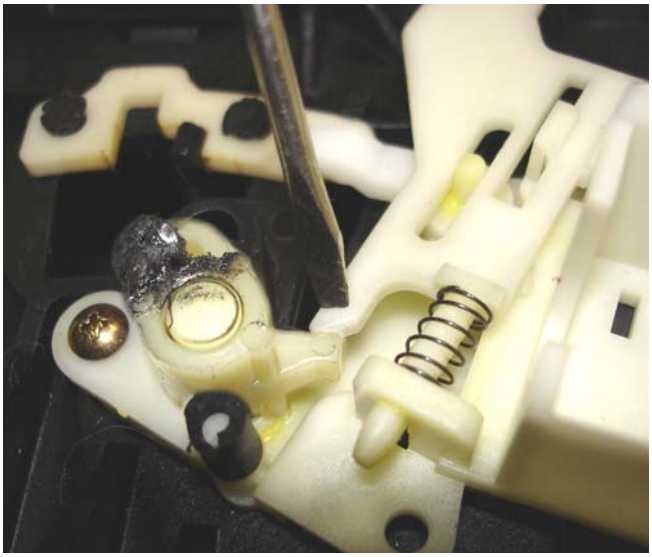
Important: Do not disconnect the wire connector to the solenoid.

3. Remove the BTSI solenoid by gently separating the retention tabs and lifting the solenoid out of the cradle.



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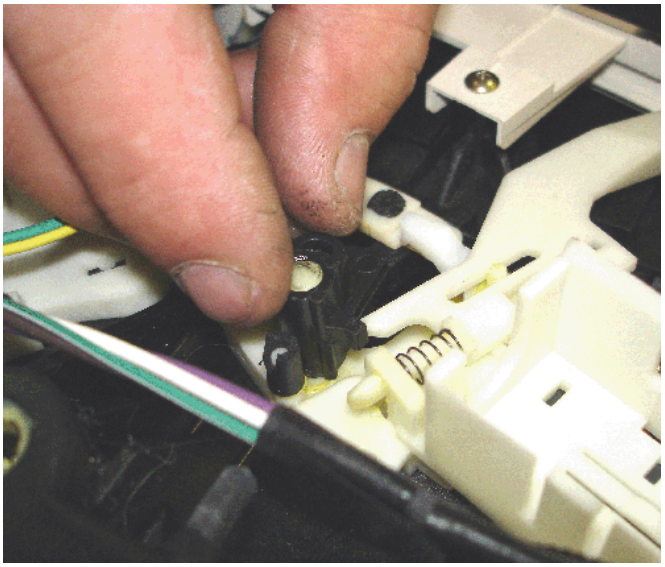
4. Push down on the tip of the park override and rotate the pawl stopper counterclockwise until it clears the park override.
5. Lift the pawl stopper off of the pivot pin. Do not wipe the grease from the pivot pin.
6. Replace the pawl stopper with the new black pawl stopper from the kit.



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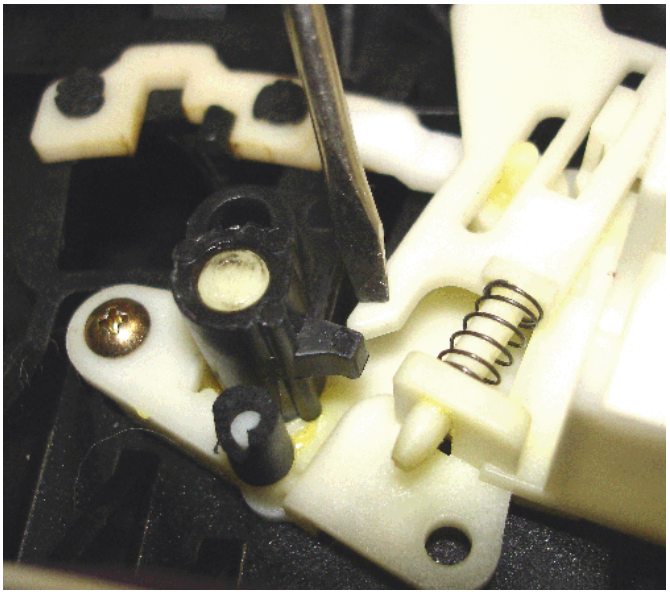
6.1. Place the new black pawl stopper on the pivot pin.



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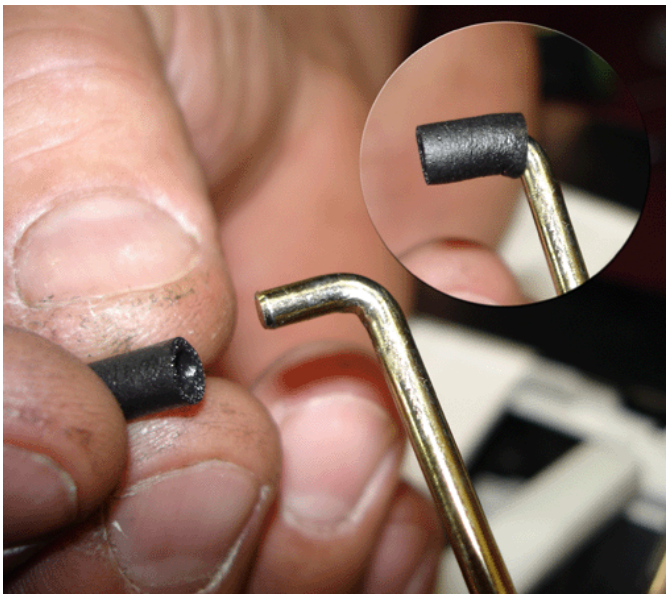
6.2. Push down on the tip of the park override and rotate the pawl stopper clockwise until it is in position.



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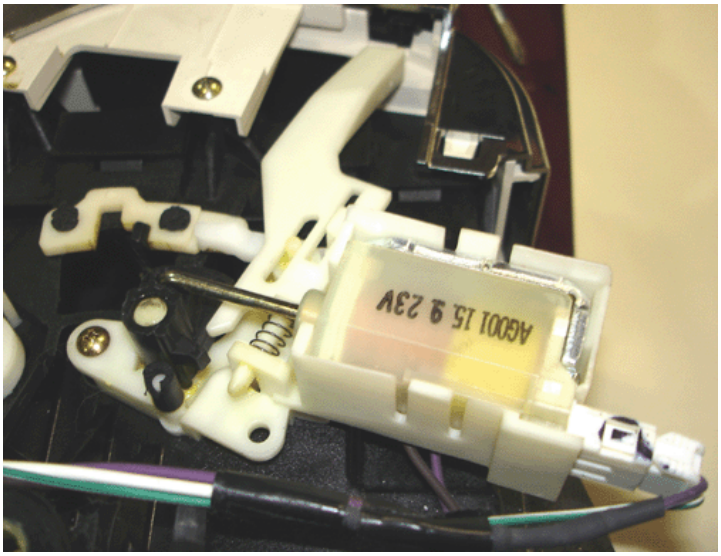
7. Replace the foam bushing on the end of the BTSI solenoid rod with the new bushing from the kit.



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8. Install the BTSI solenoid, making sure that the rod and the foam are properly engaged in the pawl stopper.
9. Install the shifter lever assembly. Refer to *Transmission Control Replacement* in SI.
10. Make sure that the transmission shift linkage is properly adjusted. Refer to *Shift Control Linkage Adjustment* in SI.
11. With the ignition ON, shift the lever out of PARK three times while the brake pedal is applied to confirm proper operation of the BTSI.

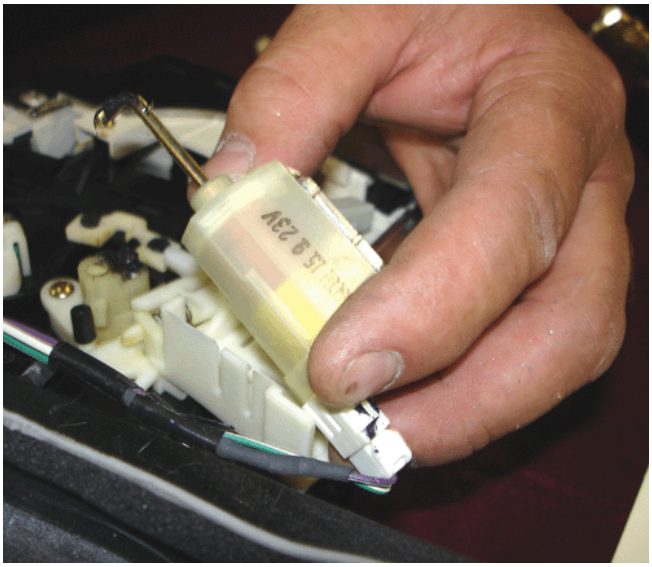
12. Follow the steps in the matrix below to complete a final verification of the repair.

Test Procedure				
Test Condition			Test	Results desired
Ignition Switch	Brake Switch	Knob Button		
Off	Off	Undepressed	Attempt to pull shifter out of park	No
Off	Off	Pressed	Attempt to pull shifter out of park	No
Off	On	Undepressed	Attempt to pull shifter out of park	No
Off	On	Pressed	Attempt to pull shifter out of park	No
On	Off	Undepressed	Attempt to pull shifter out of park	No
On	Off	Pressed	Attempt to pull shifter out of park	No
On	On	Undepressed	Attempt to pull shifter out of park	No
On	On	Pressed	Attempt to pull shifter out of park	Yes

Notice: *If the park override, the BTSI cradle, or any other part breaks during this procedure, replace the entire shifter lever assembly.*

All-Wheel Drive Vehicles

1. Remove the shift lever assembly from the vehicle. Refer to *Transmission Control Replacement* in SI.
2. Place the shift lever in the neutral position (N).



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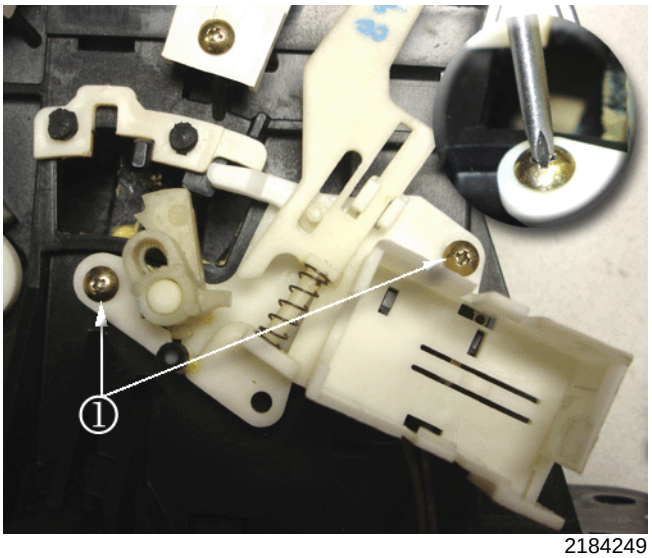
Important: Do not disconnect the wire connector to the solenoid.

3. Remove the BTSI solenoid by gently separating the retention tabs and lifting the solenoid out of the cradle.



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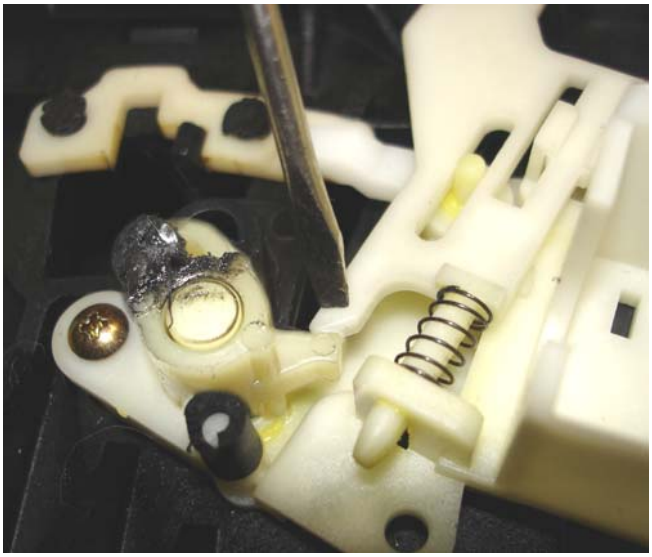
Notice: *Do not loosen the screws (1) more than two turns. Do not remove the screws (1) retaining the BTSI solenoid cradle and pawl stopper assembly.*

4. Loosen the two screws (1) retaining the BTSI solenoid cradle and pawl stopper assembly two (2) turns.



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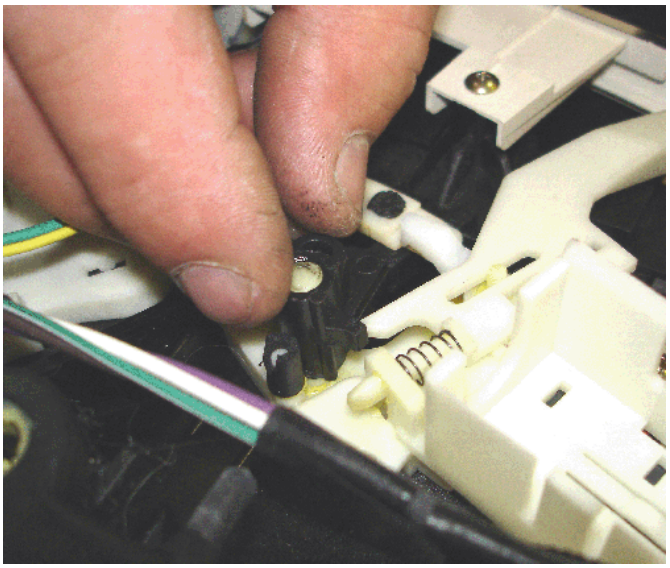
5. Push down on the tip of the park override and rotate the pawl stopper counterclockwise while lifting the stopper to clear the rib that is part of the shifter base, until it clears the park override.
6. Lift the pawl stopper off of the pivot pin. Do not wipe the grease from the pivot pin.
7. Replace the pawl stopper with the new black pawl stopper from the kit.



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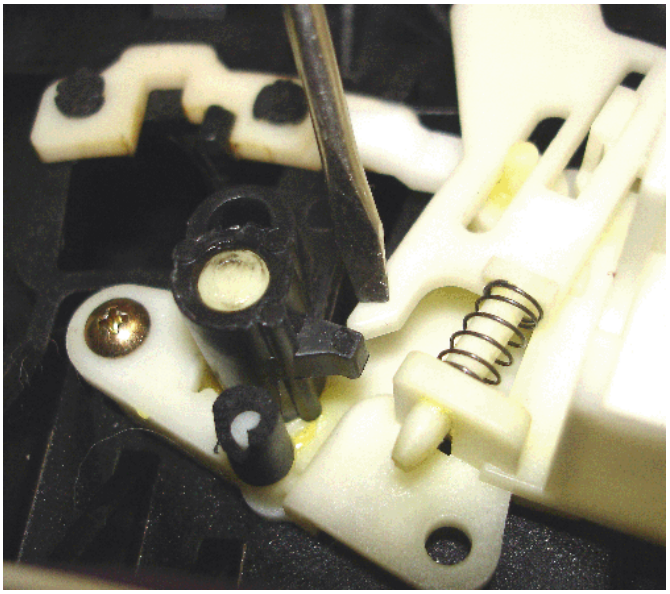
7.1. Place the new black pawl stopper on the pivot pin.



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7.2. Push down on the tip of the park override and rotate the pawl stopper clockwise until it is in position.

8. Retighten the two screws retaining the BTSI solenoid cradle and pawl stopper assembly.

Tighten
Tighten the two screws retaining the BTSI solenoid cradle and pawl stopper to 5 N·m (44 lb in).

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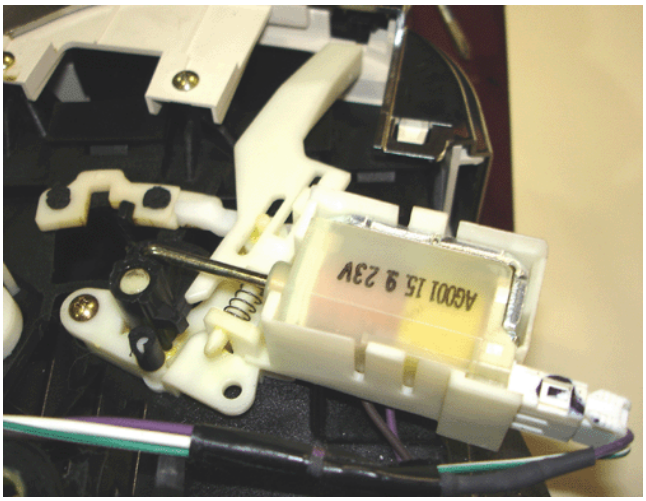
9. Replace the foam bushing on the end of the BTSI solenoid rod with the new bushing from the kit.



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10. Replace the BTSI solenoid, making sure that the rod and foam are properly engaged in the pawl stopper.
11. With the ignition ON, shift the lever out of PARK three times while the brake pedal is applied to confirm proper operation of the BTSI.
12. Follow the steps in the matrix below to complete a final verification of the repair.

Test Procedure				
Test Condition			Test	Results desired
Ignition Switch	Brake Switch	Knob Button		
Off	Off	Undepressed	Attempt to pull shifter out of park	No
Off	Off	Pressed	Attempt to pull shifter out of park	No
Off	On	Undepressed	Attempt to pull shifter out of park	No
Off	On	Pressed	Attempt to pull shifter out of park	No
On	Off	Undepressed	Attempt to pull shifter out of park	No
On	Off	Pressed	Attempt to pull shifter out of park	No
On	On	Undepressed	Attempt to pull shifter out of park	No
On	On	Pressed	Attempt to pull shifter out of park	Yes

Notice: *If the park override, the BTSI cradle, or any other part breaks during this procedure, replace the entire shift lever assembly.*

CUSTOMER REIMBURSEMENT – For GM US

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

A General Motors Customer Reimbursement Procedure and Claim Form is included with the customer letter.

IMPORTANT: (For GM US Only) 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 and Export

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by December 31, 2009.

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 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 6.1.12, for specific procedures regarding customer reimbursement verification.

CLAIM INFORMATION

Submit a Product Recall Claim with the information indicated below:

Repair Performed	Part Count	Part No.	Parts Allow	CC_FC	Labor Op	Labor Hours	Net Item
Shifter Assembly Modification	1	---	*	MA-96	V1976	1.0	N/A
Customer Reimbursement (Canadian & Export Dealers/US CAC)	N/A	N/A	N/A	MA-96	V1977	0.2	**

* 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 Export) for the bushing kit needed to complete the repair.

** The amount identified in the “Net Item” column should represent the dollar amount reimbursed to the customer.

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

CUSTOMER NOTIFICATION – For US and Canada

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

CUSTOMER NOTIFICATION – For 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.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

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

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

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/retailer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

December 2008

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect that relates to motor vehicle safety exists in certain 2004 model year Cadillac SRX vehicles equipped with an automatic transmission. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

I M P O R T A N T

- Your vehicle is involved in safety recall 08178.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have a condition in which the transmission shift lever can be moved from the PARK position with the ignition ON and without depressing the brake pedal or, in some cases, the shifter can be moved from the PARK position with the ignition turned off. If the vehicle is parked, or is parked on a slope, this condition could allow the vehicle to roll, increasing the risk of a crash.

What will we do?

Your GM dealer will replace the pawl stopper and a bushing within the shifter assembly. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 1 hour.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your dealer. The form identifies the repairs required. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

Did you already pay for this repair?

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

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below. More information about this recall can be found at the Owner Center at MyGMLink, http://www.gm.com/recall

Division	Number	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to http://www.safercar.gov.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
08178