



File In Section: Product Recalls
Bulletin No.: 11348B
Date: January 2012

Recall Bulletin



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Transmission Shift Cable Not Installed Properly - Inspect Routing

MODELS: 2010-2011 Cadillac SRX

This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 11348A, issued December 2011.

CONDITION

General Motors has decided that certain 2010 and 2011 model year Cadillac SRX vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard (FMVSS) 114, Theft Protection and Rollaway Protection. These vehicles may have a transmission shift cable that was improperly installed and may come out of the transmission bracket. This could prevent the driver from shifting the transmission in or out of gear, resulting in no motion or unexpected vehicle motion. If this condition were to occur, the PRNDL position indicator in the instrument panel would be correct but the console shifter may not display the correct gear position and the driver may not be able to restart the vehicle or shift the vehicle into PARK. This could allow the vehicle to roll away if the driver has exited the vehicle without applying the park brake and cause a possible crash without prior warning.

CORRECTION

Dealers are to inspect and ensure that the transmission shift cable is properly routed and seated in the transmission cable bracket.

VEHICLES INVOLVED

Involved are **certain** 2010-2011 model year Cadillac SRX vehicles.

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Required Field Actions section in the Global Warranty system. Not all vehicles 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 to US and Canadian dealers through the GM GlobalConnect Recall

Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

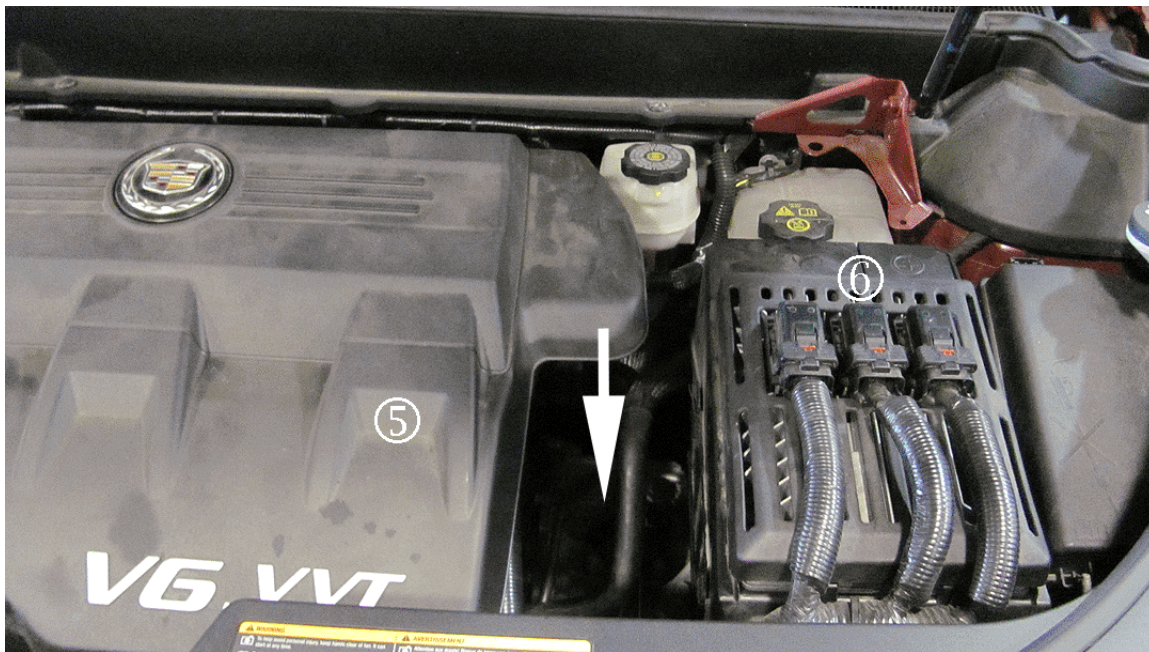
The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are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

PART INFORMATION

No parts are required for this recall.

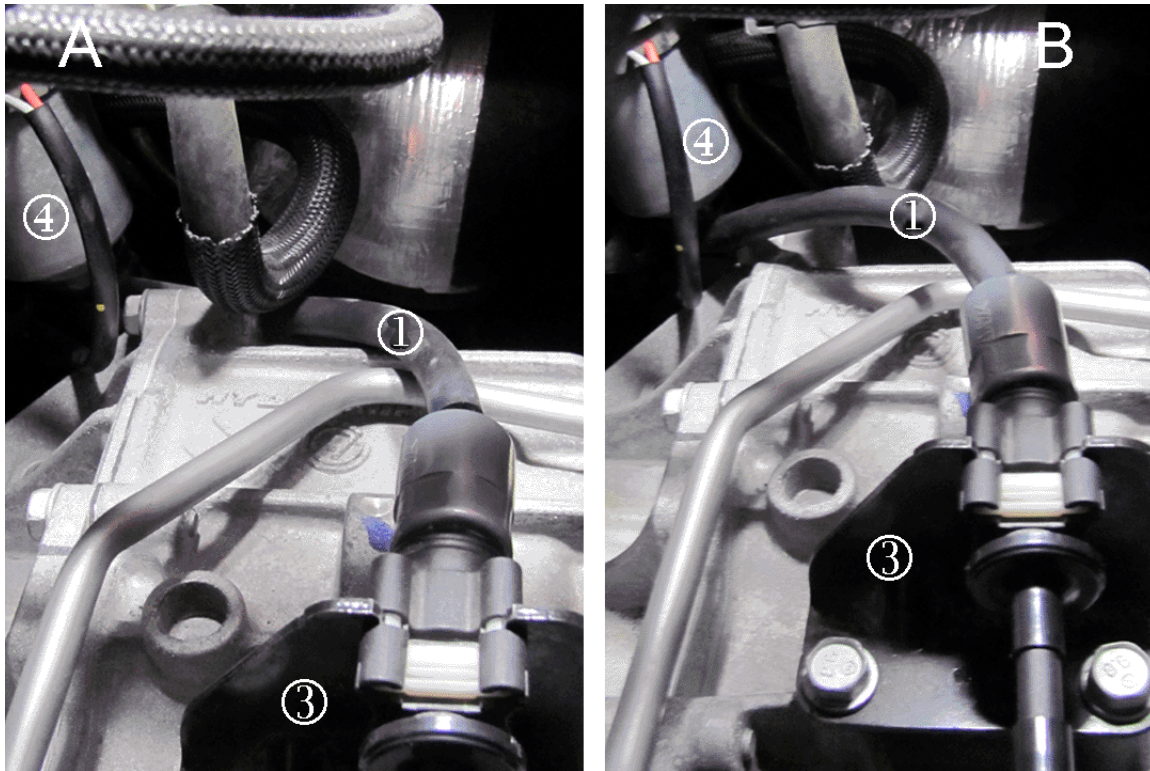
SERVICE PROCEDURE

1. Place the transmission range select lever in the PARK (P) position.
2. Open the hood of the vehicle.



Note: Removal of the battery tray support is required to inspect or adjust the shift cable if the vehicle is equipped with turbocharger. Refer to *Battery Tray Support Replacement* in SI if the vehicle is equipped with a turbocharger.

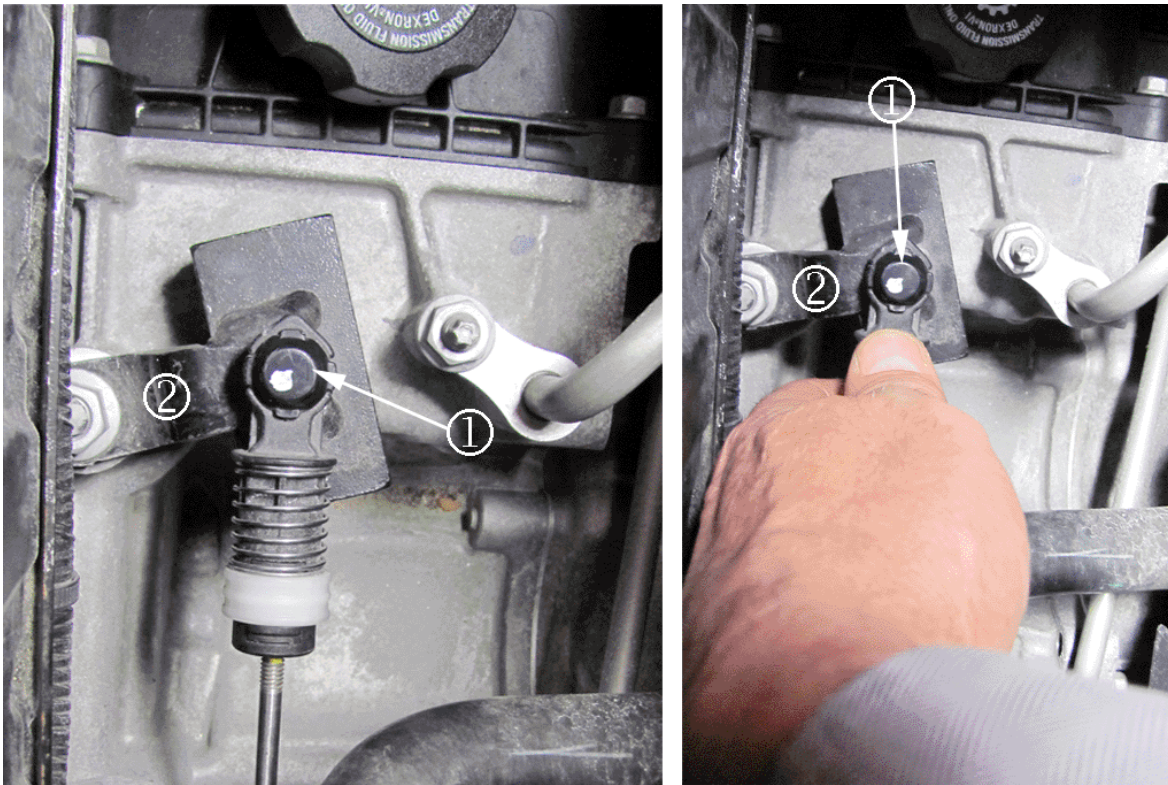
3. Locate the transmission shift cable. The transmission shift cable is located between the intake manifold cover (5) and battery cover/engine control module (ECM) (6). Refer to illustration.
4. Inspect the transmission shift cable.



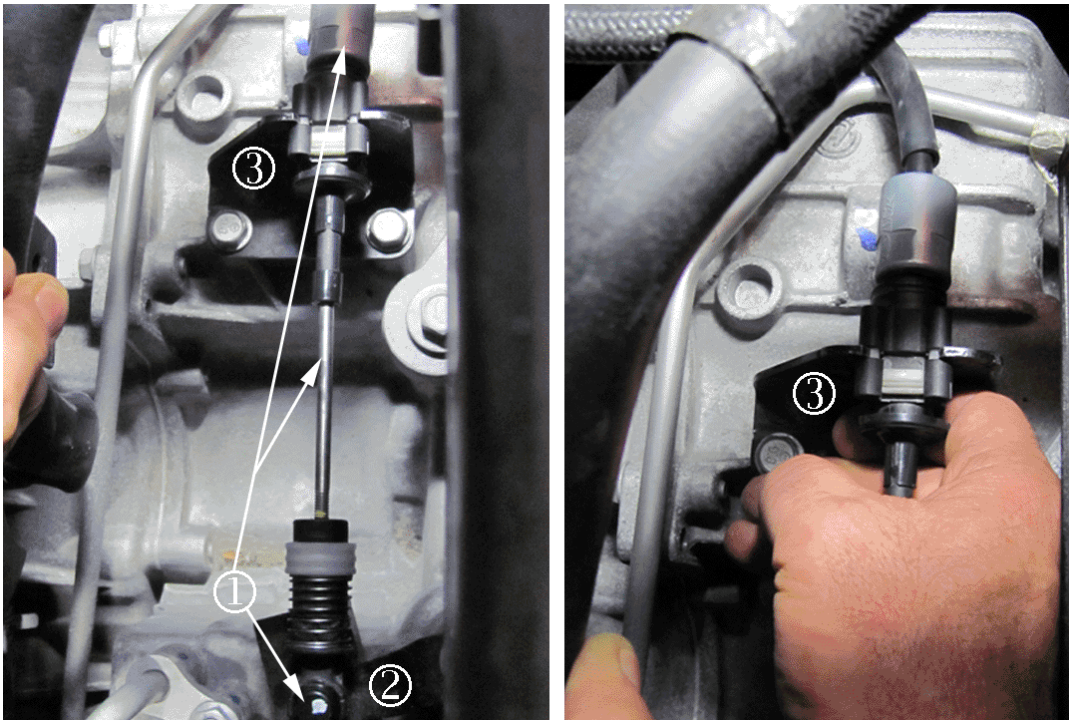
Note: Ensure that the transmission shift cable (1) is routed along the backside of the transmission and away from the power brake booster auxiliary pump (4). Refer to illustration. The “A” portion of the illustration shows a correctly routed transmission shift cable. The “B” portion of the illustration shows an incorrectly routed transmission shift cable.

4.1 Ensure the transmission shift cable (1) is routed correctly in the area of the transmission.

- If the transmission shift cable is routed correctly, proceed to step 4.2.
- If the transmission shift cable is NOT routed correctly, disconnect the transmission shift cable terminal from the manual shift lever pin location and transmission bracket location. Route the cable correctly and re-install the transmission shift cable to the manual shift lever pin and bracket locations.

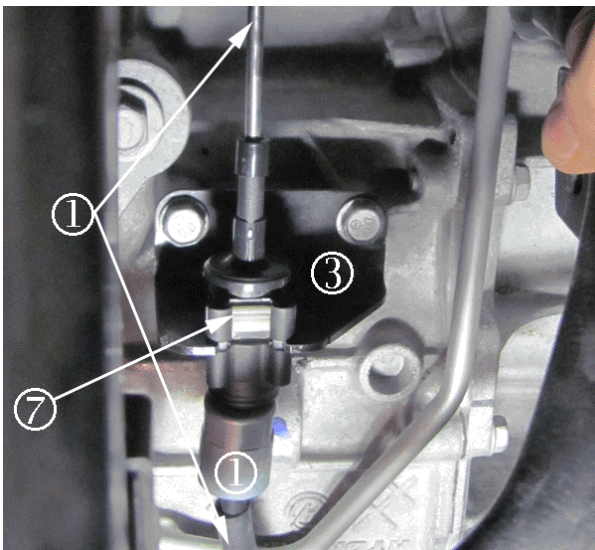


- 4.2 Ensure that the transmission range selector lever cable terminal (1) is connected to the manual shift lever pin (2). Pull up on the transmission range selector lever cable terminal (1) to determine if the transmission range selector lever cable terminal is connected to the manual shift lever pin (2).
- If the transmission range selector lever cable terminal is connected to the manual shift lever pin, proceed to Step 4.3.
 - If the transmission range selector lever cable terminal is NOT connected to the manual shift lever pin, connect the transmission range selector lever cable terminal to the manual shift lever. Proceed to Step 4.3.



4.3 Ensure that the transmission shift cable (1) is fully seated in the transmission shift cable bracket (3). Pull up on the transmission shift cable (1) at the transmission shift cable bracket (3) location to determine if the transmission shift cable is fully seated in the transmission shift cable bracket.

- If the transmission shift cable is fully seated in the transmission shift cable bracket, proceed to Step 5.



- If the transmission shift cable is NOT fully seated in the transmission cable bracket, install the transmission shift cable in the bracket, then slide the retainer (7) forward to lock the transmission range selector lever cable in the bracket. Pull up on the transmission shift cable to verify that the transmission shift cable is fully seated in the bracket. Proceed to step 5.

5. Check the transmission range select lever in all gear selections for proper operation.
- If proper operation is achieved, no further action is required.
 - If proper operation is NOT achieved, refer to Range Selector Lever Cable Adjustment in SI.

COURTESY TRANSPORTATION – For US and Canada

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 Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program 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.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time	Net Item
V2524	Inspect Transmission Shift Lever Cable Routing - No Further Action Req'd.	0.2	N/A
	Add: Remove Battery Tray (Turbocharged Vehicles Only)	0.5	
V2525	Inspect & Reroute and/or Adjust Transmission Shift Lever Cable Routing	0.4	N/A
	Add: Remove Battery Tray (Turbocharged Vehicles Only)	0.5	

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.

This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.

DEALER RECALL RESPONSIBILITY - All

All unsold new vehicles in dealer's 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 facility 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.



January 2012

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 certain 2010 and 2011 model year Cadillac SRX vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 114, Theft Protection and Rollaway Protection. As a result, GM is conducting a 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 recall 11348.
- 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 transmission shift cable that was improperly installed and may come out of the transmission bracket. This could prevent you from shifting the transmission in or out of gear, resulting in no motion or unexpected vehicle motion. If this condition were to occur, the PRNDL position indicator in the instrument panel would be correct but the console shifter may not display the correct gear position and you may not be able to restart the vehicle or shift the vehicle into PARK. This could allow the vehicle to roll away if you have exited the vehicle without applying the park brake and cause a possible crash without prior warning.

What will we do?

Your GM dealer will inspect and ensure that the transmission shift cable is properly routed and seated in the transmission cable bracket. 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 inspection and, if necessary, service correction time of approximately 15 to 25 minutes.

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 Manual and your dealer for details on courtesy transportation.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

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.

Division	Number	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
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>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 11V595.

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

Jim Moloney
General Director,
Customer and Relationship Services

Enclosure
GM Recall #11348