



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Improper Differential Ring Gear Weld  
Expires with Base Warranty

**MODELS:** 2013 Cadillac ATS  
Rear Wheel Drive

Vehicles involved in this Service Update were placed on Stop Delivery November 29, 2012. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle will be released from the Stop Delivery.

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.

### PURPOSE

This bulletin provides a service procedure to replace the differential carrier assembly on **certain** 2013 model year Cadillac rear wheel drive ATS vehicles. The weld between the ring gear and carrier may not be to specification and could allow the ring gear to separate. If this occurs, the driver can apply throttle but the vehicle will not move. If this occurs while the vehicle is in motion, the vehicle will coast to a stop.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached

to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

### PART INFORMATION

Differential carrier assemblies are to be obtained by sending an email to American Axle & Manufacturing (AAM) at **lidio.luviano@aam.com**. Axles will be shipped to dealers at no-charge. The following is to be included in the email:

- Dealership Name
- Shipping Address
- Contact Person
- Contact Email Address
- Contact Telephone Number
- Full 17-character vehicle identification number (VIN)

**Note: All differential carrier assemblies are to be returned to the Warranty Parts Center. Please hold all assemblies until you receive the Warranty Parts Return Request form.**

### SERVICE PROCEDURE

1. Remove the differential carrier assembly. Refer to *Differential Carrier Assembly Replacement* in SI.

**Note:** The differential carrier assembly is shipped with fluid. Please verify that the differential carrier assembly has been filled with fluid BEFORE installing the assembly. No gaskets are required for this repair.

2. Install a new differential carrier assembly. Refer to *Differential Carrier Assembly Replacement* in SI. Refer to Parts Information in this bulletin to obtain a new differential carrier assembly.
3. Perform a road test to ensure there is no carrier assembly noise or drivetrain vibration.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
V2722	Replace Differential Carrier Assembly	2.5	*
V2723	Floor Plan Reimbursement	N/A	**

- \* Differential carrier assemblies are being provided to dealers at no-charge. Dealers are to submit for only the applicable Mark-Up on the assembly, P/N 22927262.
- \*\* The amount identified in "Net Item" should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (November 29, 2012) to the date the repair is completed and the vehicle is ready for sale (not to exceed 20 days):

<b>US Reimbursement Amount</b>	<b>Canadian Reimbursement Amount</b>
\$5.67	\$5.45

**DEALER PROGRAM 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.



GM CUSTOMER CARE AND AFTERSALES  
DCS2866  
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 12, 2012  
Subject: RELEASE FROM STOP DELIVERY  
12316 - Service Update Bulletin  
Improper Differential Ring Gear Weld  
Models: 2013 Cadillac ATS Rear Wheel Drive  
To: All Cadillac Dealers  
Attention: Dealer, Dealer Principal, General Manager, Service Advisor,  
Service Manager, Parts and Service Director, Parts Manager, New Vehicle Sales  
Manager, and Warranty Administrator

General Motors is announcing Service Update Bulletin 12316 today. The total number of U.S. vehicles involved is approximately 200. Please see the attached bulletin for details.

Vehicles involved in this Service Update were placed on Stop Delivery November 29, 2012. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle will be released from the Stop Delivery.

**Global Warranty Management (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated December 12, 2012. A list of involved vehicles is attached to this message.

**Service Update Bulletin (SUB) Information Link**

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES