



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:**        **ATS All Wheel Drive Transfer Case Exchange**

**Models:**        **2013-2014 Cadillac ATS**  
                      **With AWD**

*This PI was superseded to update model year. Please discard PIP5053.*

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

Product teams continually seek valuable information for engineering improvements. To assist in this effort, the 2013 Cadillac ATS All Wheel Drive Transfer Case (4474) Exchange program will be administered by the GM Product Quality Center (PQC). Dealerships are required to call the PQC, not GM Technical Assistance (TAC), to request an exchange. The PQC may refer the dealer technician to TAC if additional diagnosis is required. TAC will be available for product inquiries that do not require assembly replacement.

### Recommendation/Instructions

The Borg Warner transfer case (4474) used in this vehicle is currently not internally serviceable and must be replaced as an assembly.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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.



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