



Service Bulletin

PRELIMINARY INFORMATION

Subject: Vibration Or Shudder On Acceleration From A Stop

Models: 2013 -2014 Cadillac XTS with All Wheel Drive (AWD)

This PI was superseded to update model years. Please discard PIP5090B.

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

Condition/Concern

Some customers may comment on a noise, vibration or shudder on acceleration from a stop. Upon inspection technician may find that the right front axle shaft is not fully seated into the PTU. Vehicle will not experience a loss of power or loss of forward momentum.

Recommendation/Instructions

If this condition is encountered replace the right hand axle shaft. Ensure that the axle is fully inserted and the retaining ring is in position. DO NOT reuse the shaft or retaining ring. While the axle shaft is out inspect the splined end of the PTU for excessive wear. Clean off excessive grease on the splines of the output shaft and the splines of the C.V. shaft. Due to tight clearances you may run into a situation where the axle will airlock while trying to install. Please let axle sit for 30 seconds and press in again to make sure all air has escaped and axle is fully seated. The half shaft is not considered fully installed until technician either HEARS or FEELS the snap ring lock into the groove of the PTU intermediate shaft.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
3040190	Front Wheel Drive Shaft Replacement - Right Side	Use Published Labor Operation Time

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.

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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