



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Transfer Case Oil Delivery Tube Installed Incorrectly  
Expires with Base Warranty

**MODELS:** 2013 Cadillac ATS AWD

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 inspect and, if necessary, replace the transfer case oil delivery tube on **certain** 2013 model year Cadillac ATS AWD vehicles. On some vehicles, the tube may not be fully seated and a leak could develop.

**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

**Less than 20 vehicles are expected to require replacement of the transfer case oil delivery tube.** Transfer case oil delivery tubes, if required, are to be obtained from the Warranty Parts Center (WPC). Complete the Part Request Form found at the back of this bulletin and fax the form to 248-371-0192. DO NOT call the WPC to place an order. Kits will be shipped via UPS - Next Day Delivery at no charge.

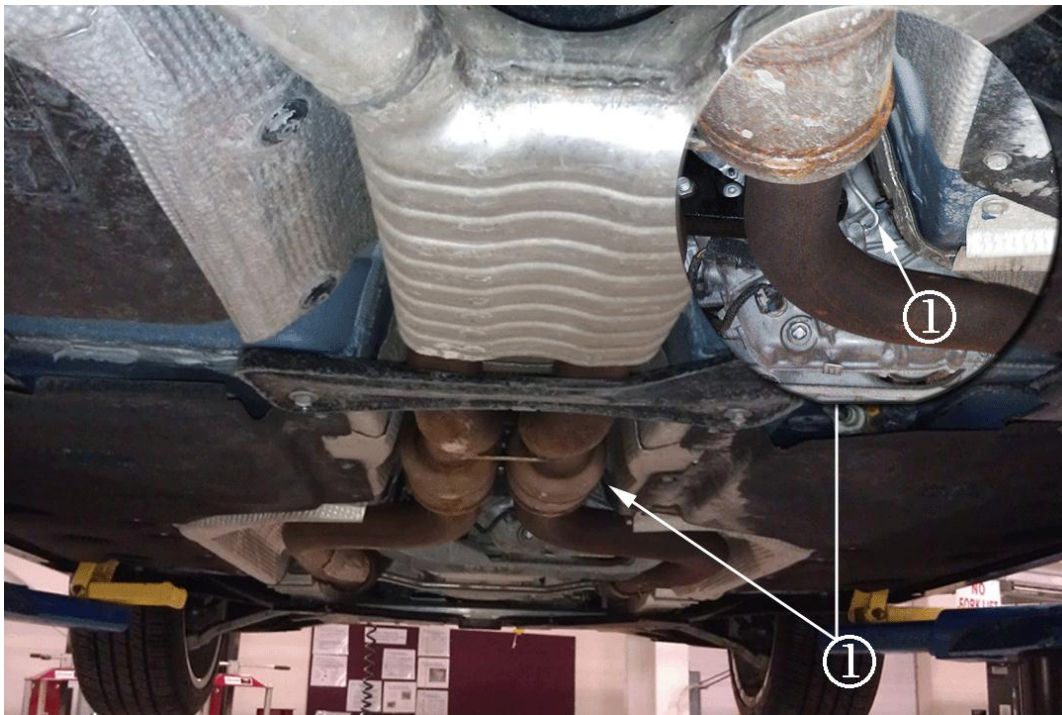
Transfer case fluid, if required, is to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
WPC 711	TRANSFER CASE OIL DELIVERY TUBE KIT	1 (If Req'd)
88861950 – US 88861951 - CN	FLUID, TRANSFER CASE	As Needed (If Req'd)

SERVICE PROCEDURE

**Note:** Less than 20 vehicles are expected to require replacement of the transfer case oil delivery tube.

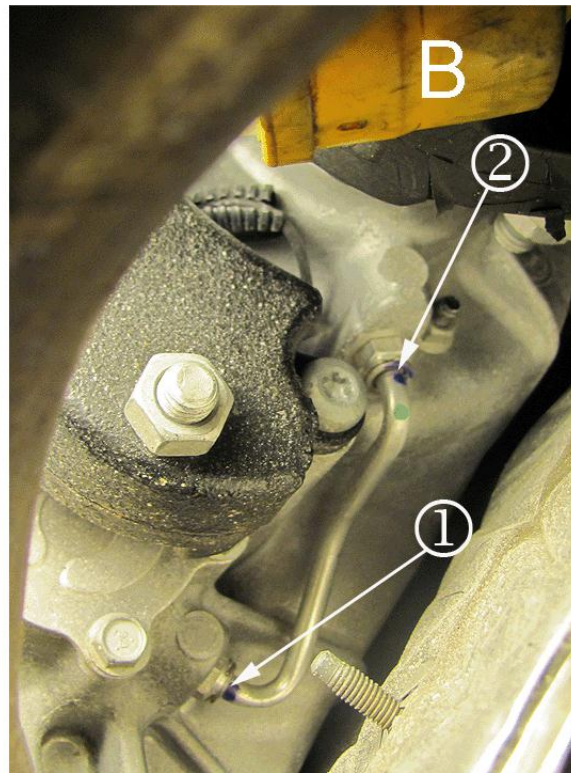
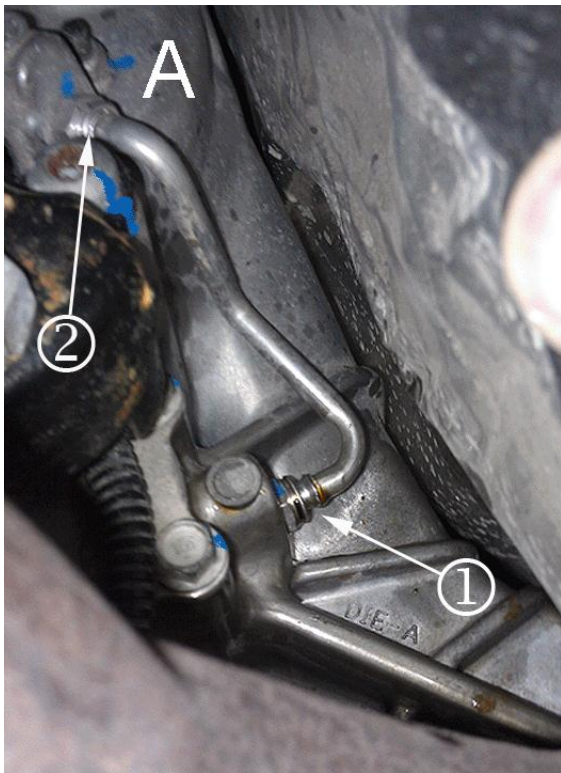
1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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Six cylinder engine shown, four cylinder engine is similar.

2. Locate the transfer case oil delivery tube (1).

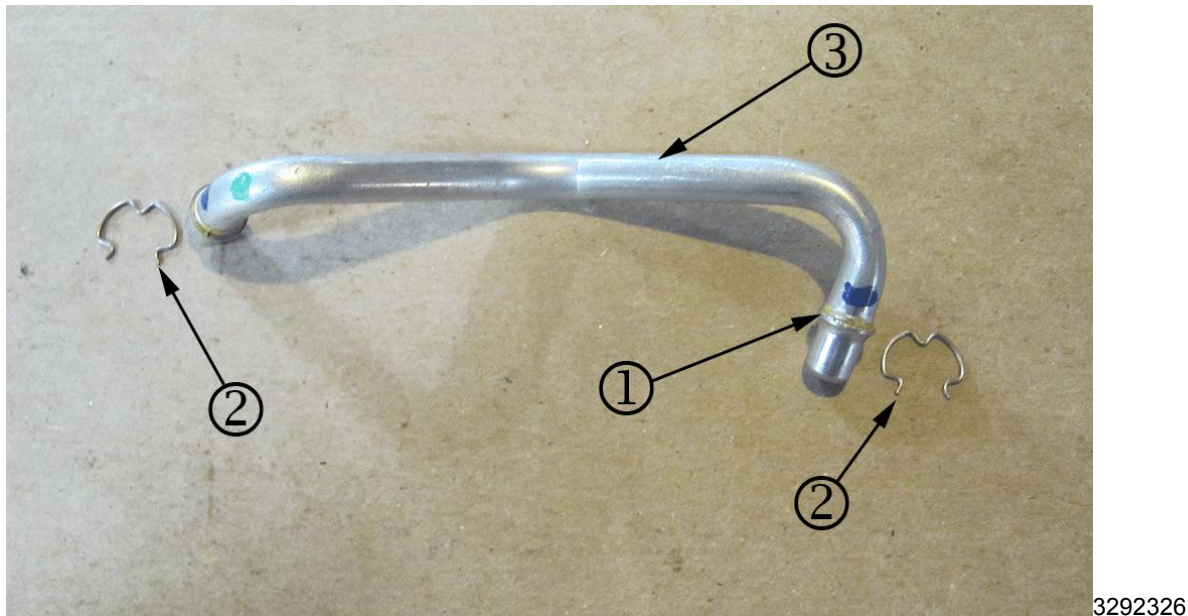


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The lower or bottom end of the tube (1) is suspect for an incomplete assembly into the quick connect fitting. Visually inspect it using a telescoping dentist mirror. The upper or top end of the tube (2) is not suspect. Do NOT inspect the upper or top end of the tube (2). Portion “A” of the illustration shows an incorrectly installed transfer case oil delivery tube. The lower transfer case oil delivery tube end is unseated. The tube flare end is exposed and visible. Portion “B” of the illustration shows a correctly installed transfer case oil delivery tube. The tube end is fully seated and the tube fitting clip is fully engaged.

3. Determine if the transfer case oil delivery tube is installed correctly by performing a visual inspection of the lower or bottom end of the tube using a mirror. Ensure the lower end of the transfer case oil delivery tube is fully seated and the tube fitting clip is fully engaged and secure on the tube fitting. If the tube flare or yellow line above the flare is visible, the tube is NOT installed correctly. Tug on the lower end of the tube to ensure the tube is installed correctly. Inspect the area around the transfer case oil delivery tube for evidence of a fluid leak.
  - If the transfer case oil delivery tube is installed correctly, no further action is required. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
  - If the transfer case oil delivery tube is NOT installed correctly, proceed to step 4.



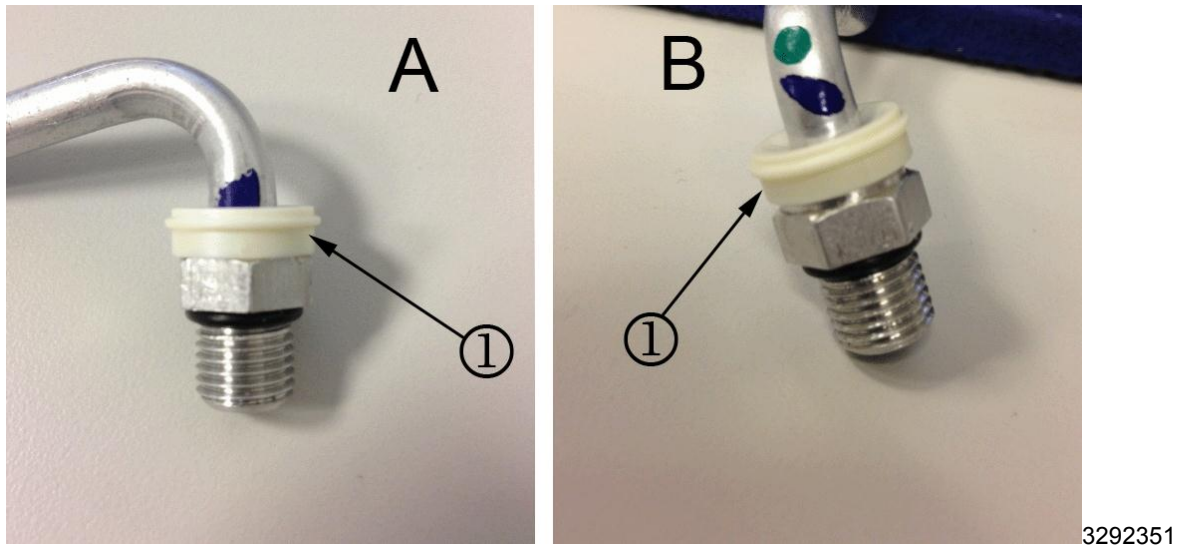


(1) Transfer Case Oil Delivery Tube Flare (2) Fitting Clip (3) Transfer Case Oil Delivery Tube

4. Remove the transfer case oil delivery tube from the transfer case. Use a hook type tool, magnet and pliers to remove the fitting clip.
5. Remove the transfer case fill plug.
  - If the fluid level is to the bottom of the fill plug hole, proceed to step 6.

**Note:** Use mechanic's wire (or equivalent) to make a transfer case fluid level tool. Cut a 305 mm (12 in) piece of wire. Measure 50.8 mm (2 in) from one end of the wire inward and make a mark using a file or cutting tool. Bend the wire on a 90 degree angle at the 50.8 (2 in) mark. Using a file or cutting tool, mark 20 mm (0.8 in) up from the end of the wire with the 90 degree bend. Insert the bent end of the wire into the fill plug hole.

- If the fluid level is higher than the 20 mm (0.8 in) mark on the fluid level tool, add fluid until the level is to the bottom of the fill plug hole. Proceed to step 6 after the transfer case fluid level has been filled to the correct level.
  - If the fluid level is equal to or lower than 20 mm (0.8 in) mark on the fluid level tool, remove and replace the transfer case. Refer to *Transfer Case Assembly Replacement* in SI.
6. Install the fill plug and **tighten it to 15 Nm (11 lb-ft)**.
  7. Install a new transfer case oil delivery tube.
    - 7.1 Install the new fitting clips.
    - 7.2 Lube the ends of the tube with transfer case fluid.
    - 7.3 Center the tube ends into fitting.
    - 7.4 Push the tube inward toward the transfer case until the tube is fully seated into the fitting.



The “A” portion of the illustration shows the plastic assurance cap seated down on the fitting correctly. The “B” portion of the illustration shows the plastic assurance cap NOT seated down on the fitting. The tube is not seated fully and installed incorrectly.

7.5 Ensure the plastic assurance cap (1) is seated down on top of the fitting.

8. Lower the vehicle. Refer to *Lifting and Jacking a Vehicle* in SI.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below.

**Note:** *If the transfer case requires replacement, submit the transaction under normal warranty for the transfer case replacement and transfer case fluid. Use a labor time of 3.2 hours. The labor time in the Labor Time Guide is not correct and will be updated on April 1, 2013, with the revised time of 3.2 hours.*

Labor Code	Description	Labor Time	Net Item
V2775	Inspect Transfer Case Oil Delivery Tube – No Further Action Required	0.3	N/A
V2776	Inspect & Replace Transfer Case Oil Delivery Tube (inc check fluid level)	0.6	*

\* The amount identified in “Net Item” should represent the actual sum total of the current GMCC&A Dealer net price for the transfer case fluid needed to perform the required repairs, not to exceed \$1.72 USD, \$2.00 CAD, plus applicable Mark-Up.

**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.



**IMPORTANT NOTE WHEN PRINTING THIS FORM:** If the form prints out on two pages, make certain you fax both pages so the WPC receives the needed information. Missing information will delay or prevent the part from being shipped.

**Part Request Form — Warranty Parts Center**

Use this form **ONLY** for U.S. & Canada Dealers. Export markets & Mexico Dealers must contact their regional Technical Assistance Center for assistance.

**To:** Warranty Parts Center  
**Email:** [warrantypartscenterusa@gm.com](mailto:warrantypartscenterusa@gm.com)  
**or WPC Fax:** 248-371-0192  
**Attn:** Jeanette Dunn

Part Being Requested: **WPC 711 - Transfer Case Oil Delivery Tube Kit**

Dealer BAC (U.S.) / Dealer Code (Canada):

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

**IMPORTANT:** If you do not receive the part within 2 business days after emailing or faxing your part request to the Warranty Parts Center, please call Customer Assistance at 248-371-9901/9902.

**IMPORTANT NOTE WHEN PRINTING THIS FORM:** If the form prints out on two pages, make certain you fax both pages so the WPC receives the needed information. Missing information will delay or prevent the part from being shipped.