

Service Bulletin

Date: October, 2013

PRELIMINARY INFORMATION

Subject: 2014 Cadillac CTS 3.6 (LF3) Twin Turbo Charger Restriction

Models: 2014 Cadillac CTS Equipped with 3.6L LF3 Turbocharged engine Part #12659010 Left Side Part #12659011 Right Side

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

Condition/Concern

The turbocharger Part numbers 12659010 and 12659010 on the 2014 3.6L LF3 engine has been placed on a PQC restriction/ exchange.

Recommendation/Instructions

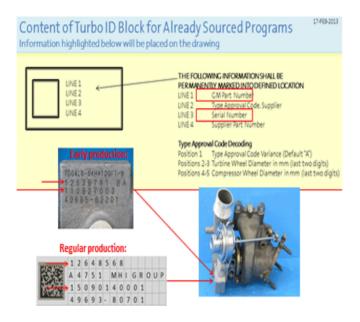
Some customers, or dealers while performing PDI, may comment that a rattle condition may be noted during park/ neutral while revving the engine; the condition may also be noted briefly during engine run up from a cold start condition.

The described condition, the brief and random rattle does not present a risk to the performance, efficiency or durability of the engine system and should not warrant the replacement of components in an attempt to mitigate the concern.

When diagnosis leads to turbocharger replacement on this vehicle complete the following questions before calling PQC.

Caller's Name/Position: Parts Manager's Name: Technician's Direct Phone: Dealership's Fax Number: Parts Fax Number:

- 1. What was the customer's concern?
- Have you completed the "Parts Restriction Worksheet" in this PI [If you are not prepared to answer template questions, you will be asked to complete the worksheet and call back.]
- 3. Has the vehicle been modified with non-production accessories?
- 4. Is the vehicle for personal or commercial use?
- 5. Describe the Condition the technicians are experiencing:
- 6. Serial number of Turbo unit: serial number of the turbo charger in question.



7. Does the vehicle have any DTCs in the ECM/TCM/BCM?

Note: GDS must be launched from TIS to make sure all the data is captured and can be retrieved.

- 8. Leaks
 - Any leaks?
 - · What type of leak?
 - · Where is the leak located?
- 9. Noise
 - Any noise?
 - · What kind of noise?
 - Where is it?
 - · How frequent is the noise?
 - When does it occur?
 - · How long does it last?
 - · At what temperature does it occur?
- 10. Lubrication
 - Oil pressure readings:
 - Results of oil consumption test:
 - · Was the oil contaminated?
 - · What type of contamination?
- 11. Performance Concerns
 - · Low power?
 - Misfire?
 - · Detonation?
 - Blue smoke?
 - White smoke?
- 12. Has the unit been disassembled?
- 13. What is the point of failure?

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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