



Service Bulletin

File in Section: -

Bulletin No.: PIP5144

Date: September, 2013

PRELIMINARY INFORMATION

Subject: PQC Part Restriction CTS AISIN TL80SN 8 Speed Transmission Assembly Torque Converter Valve Body and TCM Part Restriction

Models: 2014 Cadillac CTS Sedan
Equipped with AISIN TL80SN 8 Speed (MGG) 81-40LE Transmission

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

Condition/Concern

The following part numbers for the 2014 Cadillac CTS Sedan equipped with the Aisin TL80SN 8 Speed (MGG) 81-40LE Transmission are on restriction through GM PQC as part of our ongoing quality improvement efforts to assist Engineering with product concern identification effective on 10/01/2013.

The Aisin TL80SN 8 Speed (MGG) 81-40LE Transmission Assembly:

- P/N: 19301856 - Broadcast code GBL & GCL, Engine RPO LFX
- P/N: 19301857 - Broadcast code GDL, Engine RPO LF3 (Twin Turbo)

Torque Converter:

- P/N: 24269972 - Broadcast code GBL & GCL, Engine RPO LFX
- P/N: 24270603 - Broadcast code GDL, Engine RPO LF3 (Twin Turbo)

Valve Body:

- P/N: 24269992

Transmission Control Module (TCM):

- P/N: 24266725

Your cooperation with this program is greatly appreciated. If diagnosis has led to replacement of the Transmission Assembly, Torque Converter, Valve Body or Transmission Control Module (TCM) please contact the Product Quality Center (PQC) @ Phone number 866-654-7654 to discuss the information/diagnostics that led to the replacement of the Transmission Assembly, Torque Converter, Valve Body or Transmission Control Module (TCM).

Recommendation/Instructions

Please complete the questionnaire below before calling the PQC.

Caller's First & Last Name/Position:

Technician's Name/Direct Phone:

Parts Manager's Name:

Parts Manager's Fax Number:

Dealership's Correct Address:

Customer's Concern:

Has the vehicle been modified with non-production accessories?

Is the vehicle for personal or commercial use?

If commercial, what type of use?

Describe the failure of the unit:

Why is replacement of the requested component needed:

Broadcast Code:

Serial Number:

Does the vehicle have any DTCs in any module (ECM/TCM/BCM, etc.)?

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

Are there any transmission-related DTCs?

Are there any shifting issues (late, early, missed, no shift)?

When does the issue occur (hot, cold, under accel/decel)?

Is there any unwanted vibration?

Any other transmission performance issues?

Any leaks?

What type of leak?

Where is the leak located?

Any noise?

What kind of noise?

Where is it?

What is the frequency of noise?

When does it occur?

How long does it last?

Fluid level?

Was fluid contaminated?

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.