



Service Bulletin

File in Section: -

Bulletin No.: PIP5053A

Date: December, 2013

PRELIMINARY INFORMATION

Subject: AT5 All Wheel Drive Transfer Case Exchange

Models: 2013-2014 Cadillac AT5
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This PI was superseded to update model year.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 AT5 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.