



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Proper Return Process for Shifter Handles to Warranty Parts Center

**Models:** 2014 Cadillac CTS Sedan VIN A

### Condition/Concern

Some shifter handles have been replaced for a concern of a Service Transmission Soon message on the Driver Information Center (DIC) and an inoperative Manual Mode 'M' button on the shift knob. Checking for Diagnostic Trouble Codes (DTCs) may reveal P0827 is stored.

### Recommendation/Instructions

Some shifter handles returned to the Warranty Parts Center (WPC) have had the wires separated from the small white connector and the connector was not returned with the shifter knob. The connector has a wire crimp inside it which is crucial to analyzing the root cause of this issue.

If the white connector is separated from the wires on the shifter knob, please locate it and ensure it is returned with the shifter handle when parts are returned to the WPC.

Please see photo below – the white connector is circled.



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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