



Service Bulletin

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

This PI was superseded to include admin details. Please discard PIP5144.

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

Condition/Concern

The Aisin TL80SN 8 Speed (MGG) 81-40LE Transmission Assembly, Torque Converter, Valve Body and Transmission Control Module (TCM) 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.

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) @ 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?

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

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.

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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