



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:**        **ATS CTS All Wheel Drive Transfer Case Exchange**

**Models:**        **2013-2014 Cadillac ATS**  
                  **2014 Cadillac CTS**  
                  **with AWD**

*This PI was superseded to update model list and publish PQC template. Please discard PIP5053A.*

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 2013-2014 Cadillac ATS and 2014 CTS 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 make sure to complete the following questions prior to calling PQC to help minimize the time spent on the telephone and avoid the need of a second call to the PQC.

Guidelines for honoring exchange requests under this program are being strictly enforced.

Q1: What was the customer's concern?

Q2: Has dealer completed questions in PIP5053 for the Transfer Case Exchange and reviewed for the Serviceable Components?

(If no, dealer MUST complete PI and call back)

Q3: Has the vehicle been modified with non-production accessories?

Q4: Is the vehicle for personal or commercial use?

- If commercial, what type of use?

Q5: Broadcast Code:

Q6: Serial Number:

Q7: 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.

Q8: Describe the failure of the transfer case:

Q9: Leaks:

- Was there any leak?
- What type of leak?
- Where is the leak located?

Q10: Noise:

- Was there any noise?
- What kind of noise?
- Where is it?
- What is the frequency of noise?
- When does it occur?
- How long does it last?
- At what temperature does it occur?

Q11: Lubrication level?

Q12: Are there any signs of oil contamination?

Q13: Performance concerns?

Q13: Is there any vibration?

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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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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