

From:
Sent: Monday, April 14, 2014 8:17 AM
To:
Subject: FW: Internal notification for: G_0000189894 2014 CTS Sedan (VIN A) Shifter Handle

From: gm_gmssg_q01 [mailto:nobody@gm.com]
Sent: Monday, April 14, 2014 8:13 AM
To: Beverly Ogans
Subject: Internal notification for: G_0000189894 2014 CTS Sedan (VIN A) Shifter Handle



Date: 4/14/2014
Subject: 2014 CTS Sedan (VIN A) Shifter Handle

Ref. number: Service / Service Operations / G_0000189894

GM CUSTOMER CARE & AFTERSALES
URGENT - DISTRIBUTE IMMEDIATELY

DATE	April 9, 2014
SUBJECT	Shifter Handle
MODELS	2014 CTS Sedan (VIN A)
TO	All Cadillac Dealers
ATTN	Parts & Service Director, Parts Counter Person, Parts Manager, Service Advisor, Service Manager, Service Technician, Warranty Administrator

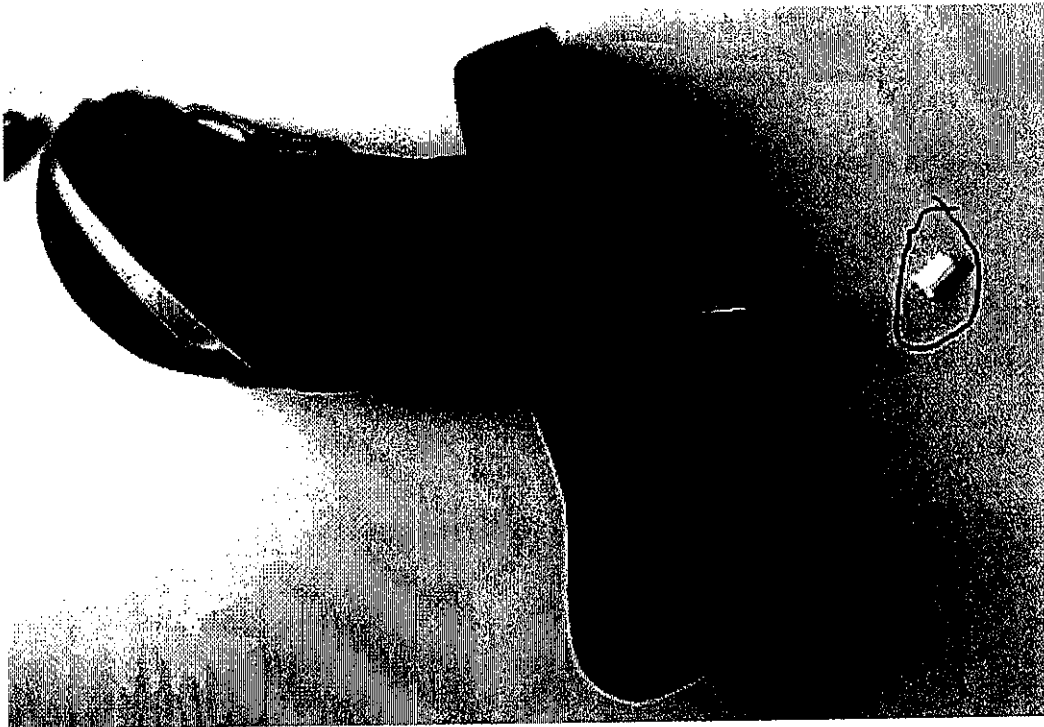
Please review this immediately with technicians and parts personnel.

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.

Some shifter knobs 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.

See photo below - the white connector is circled.



Thank you for your assistance.

Jean Hart
CTS Brand Quality Manager

END OF MESSAGE
GM CUSTOMER CARE & AFTERSALES

Contact name:

E-Mail:

Department: Service - Brand Quality

Phone:

Intended roles: Parts & Service Director, Parts Counter Person, Parts Manager, Service Advisor, Service Manager, Service Technician, Warranty Administrator

Archives: 7/14/2014

Expires: 4/14/2015