



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Improper Differential Ring Gear Weld
Expires with Base Warranty

MODELS: 2013 Cadillac ATS
Rear Wheel Drive

The Part Information section in this bulletin has been revised. Differential carrier assemblies should now be ordered through GMCC&A. Please discard all copies of bulletin 12316A.

Vehicles involved in this Service Update were placed on Stop Delivery November 29, 2012. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle will be released from the Stop Delivery.

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to replace the differential carrier assembly on **certain** 2013 model year Cadillac rear wheel drive ATS vehicles. The weld between the ring gear and carrier may not be to specification and could allow the ring gear to separate. If this occurs, the driver can apply throttle but the vehicle will not move. If this occurs while the vehicle is in motion, the vehicle will coast to a stop.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is

important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

Parts required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
22927262	CARRIER,DIFF	1

SERVICE PROCEDURE

1. Remove the differential carrier assembly. Refer to *Differential Carrier Assembly Replacement* in SI.

Note: The differential carrier assembly is shipped with fluid. Please verify that the differential carrier assembly has been filled with fluid BEFORE installing the assembly. No gaskets are required for this repair.

2. Install a new differential carrier assembly. Refer to *Differential Carrier Assembly Replacement* in SI. Refer to Parts Information in this bulletin to obtain a new differential carrier assembly.
3. Perform a road test to ensure there is no carrier assembly noise or drivetrain vibration.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time	Net Item
V2722	Replace Differential Carrier Assembly	2.5	N/A
V2723	Floor Plan Reimbursement	N/A	*

- * The amount identified in “Net Item” should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (November 29, 2012) to the date the repair is completed and the vehicle is ready for sale (not to exceed 20 days):

US Reimbursement Amount	Canadian Reimbursement Amount
\$5.67	\$5.45

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES
DCS3243
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 22, 2014

Subject: 12316B – Service Update
Improper Differential Ring Gear Weld
Revised Part Information Section

Models: 2013 Cadillac ATS RWD

To: All Cadillac Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, Used Vehicle Sales Manager,
and Warranty Administrator

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END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES