



Service Bulletin

PRELIMINARY INFORMATION

Subject: Rear Axle Off Message In The DIC

Models: 2016 Cadillac ATS-V

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

Condition/Concern

Some customers may comment on a Rear Axle Off message Displayed in the DIC. Customer may also indicate the message goes away as soon as it comes on.

Recommendation/Instructions

Verify the exact message that the customer reported. A Service Rear Axle message would have DTCs stored and should be addressed and repaired. A Rear Axle Off message with a C0414 Sym54 should also be diagnosed and repaired. If there are no Rear Differential Control Module dtc's then return the vehicle to the customer and advise our customer that General Motors Engineering is currently investigating and attempting to determine a root cause.

Note: When the Rear Axle Off message is displayed the Electronic Limited Slip is deactivated and only one rear wheel is used to drive the vehicle. As soon as the message goes off Electronic Limited Slip control is restored. This should not be considered a safety concern.

This PI will be updated when a repair becomes available and dealers with a TAC case will be sent a communication when a repair is available.

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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