



# Service Bulletin

## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Transfer Case Oil Distribution Tube Installed Incorrectly  
Expires with Base Warranty

**MODELS:** 2015 Cadillac ATS, CTS  
Equipped with All Wheel Drive (AWD)

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 inspect and, if necessary, replace the transfer case oil distribution tube on certain 2015 model year Cadillac ATS and CTS AWD vehicles. On some vehicles, the tube may not be fully seated and a leak could develop.

**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 can be found in GlobalConnect, under Departments, Service, Field Action Inventory Reports (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 (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. This part will be on Order Writing control initially and all DRO’s (Daily Replenishment Orders) will cancel. Dealers can place orders CSO (Customer Special Order). In emergency situations a dealer should place a SPAC case and the orders will be processed in the order received.

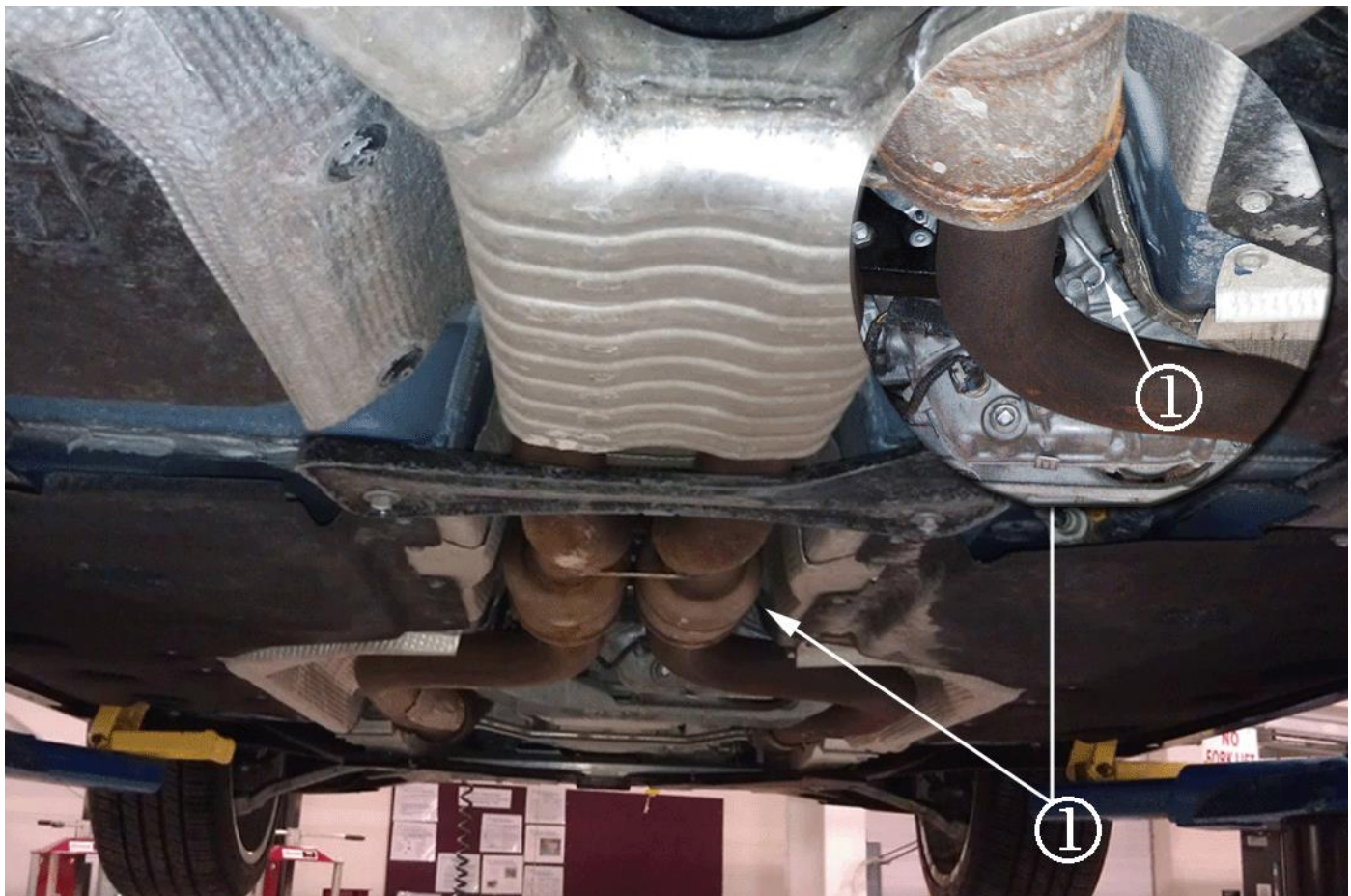
**Important: Due to the small number of vehicles involved and due to limited initial parts availability, dealers are encouraged not to order parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to resolve the leak condition described above.**

Part Number	Description	Quantity/Vehicle
84052932	Transfer Case Oil Distribution Tube Kit	1 (If Req'd)
88861950 - US 88861951 - CN	Fluid, Transfer Case	If Req'd (Submit as Net Item)

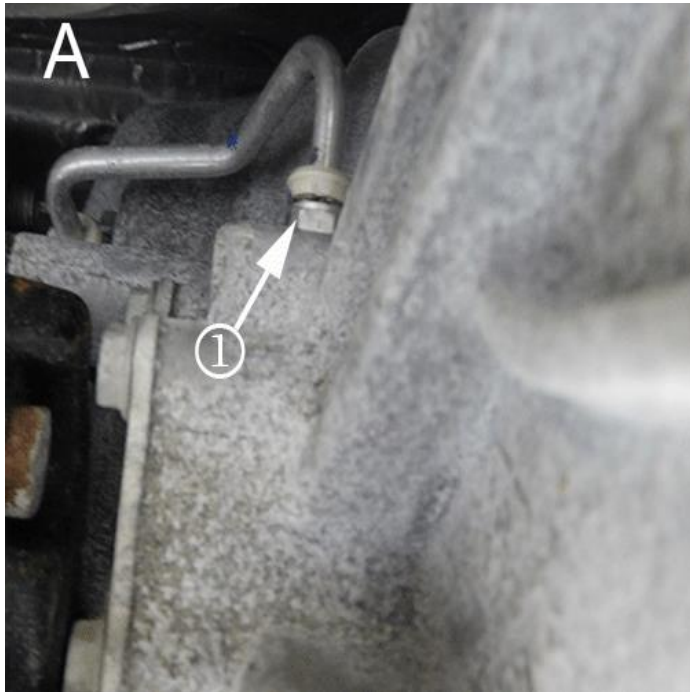
## SERVICE PROCEDURE

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

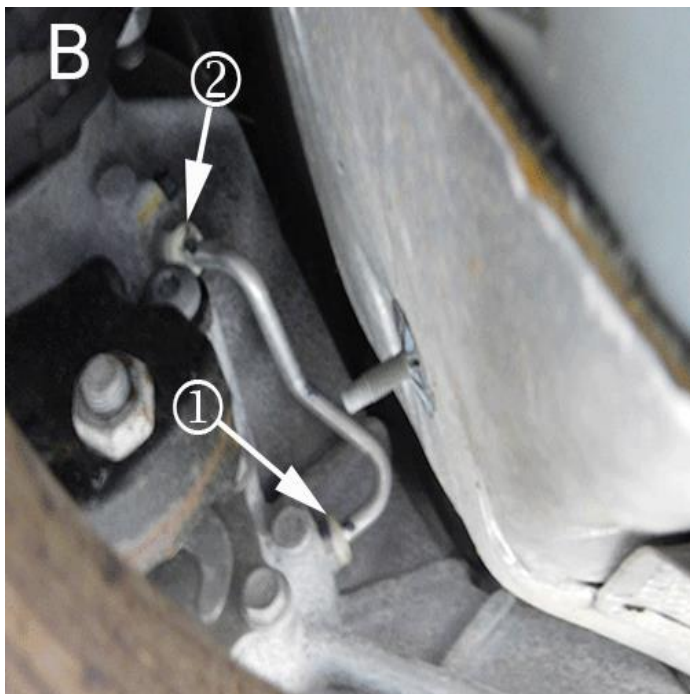
**Note:** Six cylinder engine shown, four cylinder engine is similar.



2. Locate the transfer case oil distribution tube (1).



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**Note:** The lower or bottom end of the tube (1) is suspect for an incomplete assembly into the quick connect fitting. Visually inspect it using a telescoping dentist mirror. The upper or top end of the tube (2) is not suspect. Portion “A” of the illustration shows an incorrectly installed transfer case oil distribution tube. The lower transfer case oil distribution tube end is unseated. The tube flare end is exposed and visible. Portion “B” of the illustration shows a correctly installed transfer case oil distribution tube. The tube end is fully seated and the tube fitting clip is fully engaged.

3. Determine if the transfer case oil distribution tube is installed correctly by performing a visual inspection of the lower or bottom end of the tube using a mirror. Inspect the area around the transfer case oil distribution tube for evidence of a fluid leak. Tug on the lower end of the tube to ensure the tube is installed correctly. Ensure the lower end of the transfer case oil

distribution tube is fully seated and the tube fitting clip is fully engaged and secure on the tube fitting. If the assurance cap is not fully seated as shown in illustration "B" above, then the tube is NOT installed correctly.

- If the transfer case oil distribution tube is installed correctly, no further action is required. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
- If the transfer case oil distribution tube is NOT installed correctly, proceed to step 4.

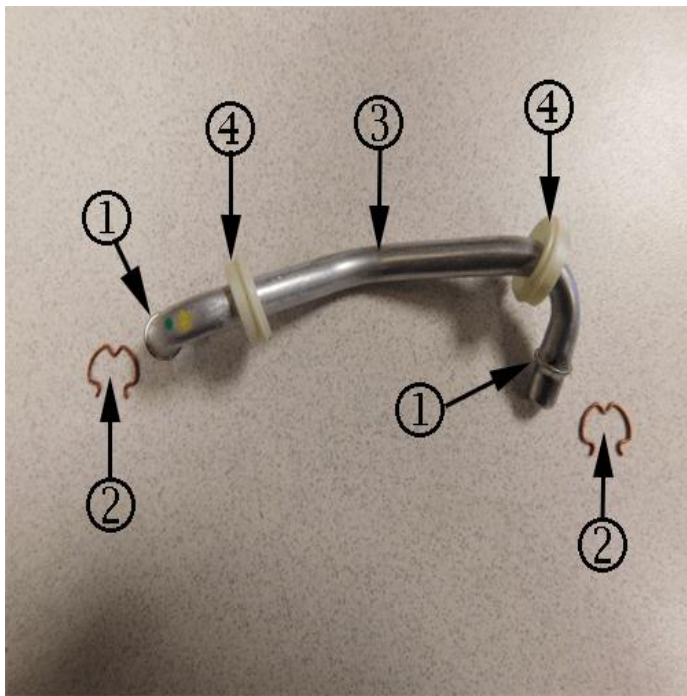
4. Remove the transfer case fill plug.

- If the fluid level is to the bottom of the fill plug hole, proceed to step 5.

**Note:** Use mechanic's wire (or equivalent) to make a transfer case fluid level checking tool. Cut a 305 mm (12 in) piece of wire. Measure 50.8 mm (2 in) from one end of the wire inward and make a mark using a file or cutting tool. Bend the wire on a 90 degree angle at the 50.8 (2 in) mark. Using a file or cutting tool, mark 20 mm (0.8 in) up from the end of the wire with the 90 degree bend. Insert the bent end of the wire into the fill plug hole.

- If the fluid level is higher than the 20 mm (0.8 in) mark on the fluid level checking tool, add fluid until the level is to the bottom of the fill plug hole. Proceed to step 5 after the transfer case fluid level has been filled to the correct level.
- If the fluid level is equal to or lower than 20 mm (0.8 in) mark on the fluid level checking tool, remove and replace the transfer case. Refer to *Transfer Case Assembly Replacement* in SI.

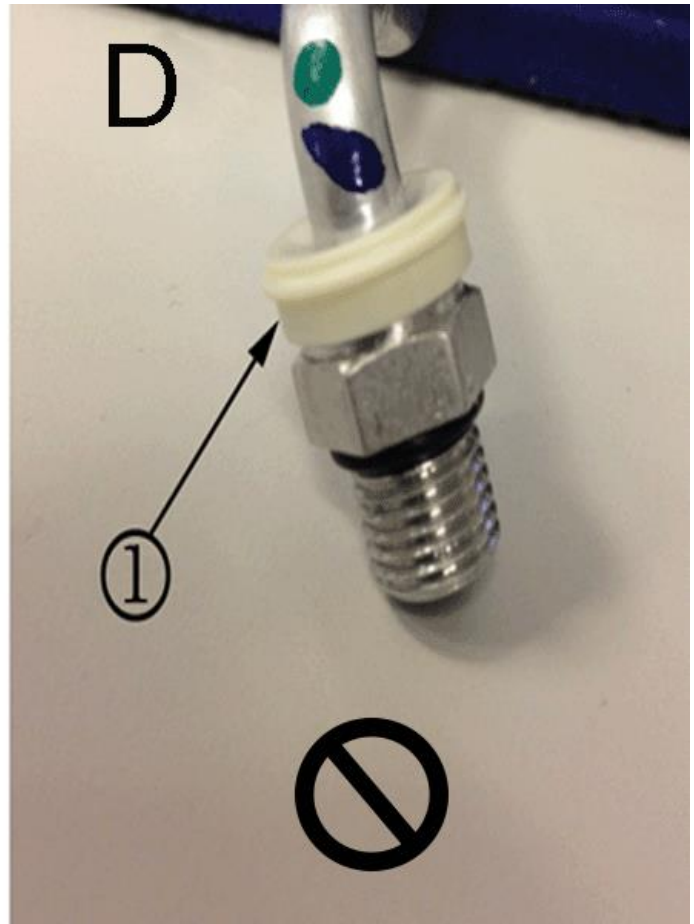
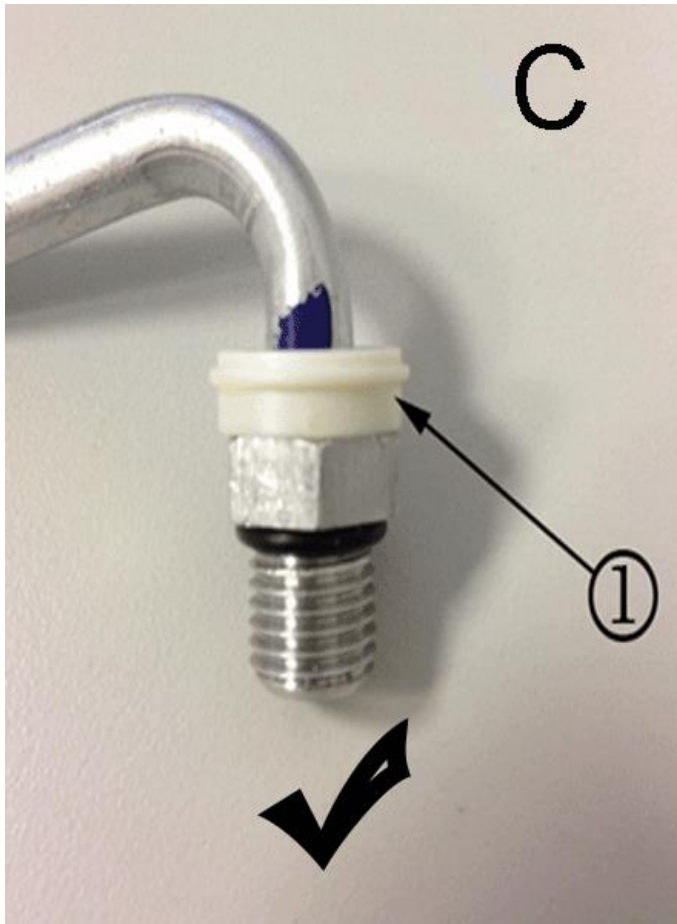
5. Install the fill plug and **tighten it to 15 Nm (11 lb ft)**.



**Note:** (1) Transfer Case Oil Distribution Tube Flare (2) Fitting Clip (3) Transfer Case Oil Distribution Tube (4) Assurance Cap

6. Remove the transfer case oil distribution tube from the transfer case. Use a hook type tool, magnet and pliers to remove the fitting clip.
7. Install a new transfer case oil distribution tube.

- 7.1. Install the new fitting clips.
- 7.2. Lube the ends of the tube with transfer case fluid.
- 7.3. Center the tube ends into fitting.
- 7.4. Push the tube inward toward the transfer case until the tube is fully seated into the fitting.



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**Note:** The “C” portion of the illustration shows the plastic assurance cap seated down on the fitting correctly. The “D” portion of the illustration shows the plastic assurance cap NOT seated down on the fitting. The tube is not seated fully and installed incorrectly.

- 7.5. Ensure the plastic assurance cap (1) is seated down on top of the fitting.
8. Lower the vehicle. Refer to *Lifting and Jacking a Vehicle* in SI.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.


<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9101787	Inspect Transfer Case Oil Distribution Tube – No Further Action Required	0.3	N/A
9101788	Inspect & Replace Transfer Case Oil Distribution Tube (inc check fluid level)	0.6	*

\* The amount identified in “Net Item” should represent the actual sum total of the current GMCC&A Dealer net price for the transfer case fluid needed to perform the required repairs, not to exceed \$1.72 USD, \$2.00 CAD, plus applicable Mark-Up.

**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.



 15584 - Service Update - Transfer Case Oil Distribution Tube Installed Incorrectly  
Updated Date: Nov 06, 2015 7:25 ET

GM CUSTOMER CARE AND AFTERSALES  
DCS3837  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 6, 2015

Subject: 15584 – Service Update Bulletin  
Service Update for Inventory and Customer Vehicles  
Transfer Case Oil Distribution Tube Installed Incorrectly  
Expires with Base Warranty

Models: 2015 Cadillac ATS, CTS  
Equipped with All-Wheel Drive (AWD)

To: All Cadillac Dealers

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

General Motors is releasing Service Update Bulletin 15584 today. The total number of U.S. vehicles involved is 2,800. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated November 6, 2015. A list of involved vehicles in dealer inventory is attached to this message.

GM CUSTOMER CARE AND AFTERSALES



15584 Bulletin.pdf



15584 US BAC stock report.xlsx

**About this Alert**

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