

Customer Satisfaction Program

45250 Shift Knob Not Fully Seated



Reference Number: N162045250
 GWM Number: 2045250

Release Date: July 2016
 Revision: 00

Attention: This program is in effect until August 31, 2018.

| Make | Model | Model Year | | RPO | Description |
|----------|-------|------------|------|-----|-------------|
| | | From | To | | |
| Cadillac | XT5 | 2017 | 2017 | | |

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

| | |
|-------------------|--|
| Condition | Certain 2017 model year Cadillac XT5 vehicles may have a condition in which the shift knob may become detached from the shifter. If this occurs, and the electrical connection is not made, the vehicle provides a "Service Transmission" driver information center warning message, and also sets numerous diagnostic trouble codes (DTCs) including, but not limited to: P07B4, P07BA, U156D, P17A4, P17A8, and P17A9. |
| Correction | Dealers are to inspect and verify the transmission control lever knob is installed correctly and clear all DTCs. |

Parts

No parts are required for this repair.

Warranty Information

| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|---|------------|-------------|----------|
| 9102454 | Inspect and Verify Transmission Control Lever Knob Installation, Clear DTCs | 0.3 | ZFAT | N/A |

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Service Procedure



1. Press downward on the shifter knob assembly (1) firmly with both hands. An audible click may be heard if the shifter was not fully seated.



2. Cradle the shifter knob with both hands as shown. Pull straight up on the shifter to verify the shifter is fully seated.
3. Clear any related DTC's from the body control module (including, but not limited to: P07B4, P07BA, U156D P17A4, P17A8 and P17A9).

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through August 31, 2018. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

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In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through August 31, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Section 6.1.10 – Courtesy Transportation, for details.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

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August 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2017 model year Cadillac XT5 may have a condition in which the shift knob may become detached from the shifter. If this occurs, and the electrical connection is not made, the vehicle provides a "Service Transmission" driver information center warning message, and also sets numerous diagnostic trouble codes (DTCs) including, but not limited to: P07B4, P07BA, U156D, P17A4, P17A8, and P17A9.

Your satisfaction with your Cadillac XT5 is very important to us, so we are announcing a program to correct this condition.

What We Will Do: Your GM dealer will inspect and verify the transmission control lever knob is installed correctly and clear all DTCs. This service will be performed for you at **no charge until August 31, 2018**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

| Division | Number | Text Telephones (TTY) |
|-----------------------|----------------|-----------------------|
| Cadillac | 1-866-982-2339 | 1-800-833-2622 |
| Puerto Rico – English | 1-800-496-9992 | |
| Puerto Rico – Español | 1-800-496-9993 | |
| Virgin Islands | 1-800-496-9994 | |

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Cadillac XT5 provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

45250

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4125
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 29, 2016

Subject: 45250 - Customer Satisfaction Program
Shift Knob Not Fully Seated

Models: 2017 Cadillac XT5

To: All Cadillac Dealers

General Motors is releasing Customer Satisfaction Program 45250 today. The total number of U.S. vehicles involved is approximately 30. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on August 19, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated July 29, 2016. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS