



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** 2017 Cadillac XT5 PTU/Transfer case exchange program

**Models:** 2017 Cadillac XT5  
Equipped with AWD

### Condition/Concern

As part of our continuous improvement strategy the PTU/transfer case in the 2017 Cadillac XT5 has been placed on an exchange program. This helps ensure we get complete unchanged units to perform root cause analysis on. Your patience is greatly appreciated. If diagnostics lead to an internal concern with the PTU please fill out the question below and contact PQC to request an exchange unit.

Only the following items are serviceable 1: Fill plug, 2: Drain plug, and 3: the Vent Hose Connector.

### Recommendation/Instructions

Caller's First & Last Name / Position:

Technician's First & Last Name / Direct Phone:

Parts Manager's First & Last Name:

Parts Manager's Fax Number:

Dealer's Shipping Address:

Times In / Days Down:

Q1: Is this a stock vehicle or customer vehicle?

Q2: Is the part being requested for Customer Pay?

If Yes, why is this unit being requested for Customer Pay (ex: accident, theft etc)?

If yes, STOP. Do not complete template. Contact PQC.

Q3: Was TAC contacted? (Y/N)

TAC Case#:

What was TAC's recommendation?

Was DMA contacted? (Y/N)

DMA Name/Email:

Q4: What is the customer's concern?

Q5: Is the vehicle modified with any non-production accessories?

If yes, perform a calibration verification per Service Bulletin 09-06-04-026

If No, continue with Q6

Q6: Is the vehicle for personal or commercial use?

- If commercial, what type of use?

Q7: Describe the failure of the PTU/Transfer Case:

Q8: Serial number (required):

- Broadcast code (required):

(Tag location and label break down can be found in service information under Power Transfer Unit GKN 761 Description and Operation and selecting the link for identification)

Q9: List any DTCs:

Q10: Are there any leaks (Y/N)

If no, continue to next question

If yes,

What type of leak?

Location of the leak?

Q11: Are there any Noises (Y/N)

If no, continue to next question

If yes, complete the following

What kind of noise?

Location and frequency of the noise?

When does it occur?

How long does it last?

Q12: Any Lubrication Concerns (Y/N)

Lubrication level?

Any signs of oil contamination?

Q13: Performance

- Any performance concerns?
- Any vibration?

## Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Time
8490010	Power Transfer Unit case replacement	Use published time

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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