



Service Bulletin

PRELIMINARY INFORMATION

Subject: 2017 Cadillac XT5 AF50 Aisin 8 Speed Transmission MRC Torque Converter Valve Body and TCM Restriction

Models: 2017 Cadillac XT5 AISIN Transmission AF50 RPO MRC

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

Condition/Concern

The AF50 AISIN 8 Speed Transmission, Valve Body, Torque converter, and TCM are on exchange through GM PQC as part of our ongoing quality improvement efforts to assist Engineering with product concern identification effective on 02/26/16.

Your cooperation with this program is greatly appreciated.

No transmission repairs, internal or external, are allowed at this time.

If diagnosis has determined the need for any repair to the transmission, or replacement of the TCM, please contact the Product Quality Center (PQC) @ 866-654-7654 to discuss the information/diagnostics that led to the need to repair the Transmission Assembly, or replacement of the TCM, before performing any repairs.

Recommendation/Instructions

Please complete the questionnaire below before calling the PQC.

Important: For any DTCs and/or transmission drivability concerns, obtain a bookmarked GDS2 session log of the event and send the session log to tacsnapshots@gm.com with last eight or complete VIN, TAC case number if TAC was contacted, and dealer BAC prior to contacting PQC for the requested restricted part. Noise and/or leak concerns, no session log needed. Referred to the latest version of PIP4902, if needed.

Caller's First & Last Name/Position:

Technician's Name/Direct Phone:

Parts Manager's Name:

Parts Manager's Fax Number:

Dealership's Correct Address:

Q1. Is the part being requested for:

- Customer Pay?
- A Model Year Not Listed?

- A Vehicle Line Not Listed?

Q2: Customer's Concern:

Q3: Has the vehicle been modified with non-production accessories?

Q4: Is the vehicle for personal or commercial use?

- If commercial, what type of use?

Q5: Describe the failure of the unit:

Q6: Why is replacement needed:

Q7: Broadcast Code:

Q8: Serial Number:

Q9: Does the vehicle have any DTCs in any module (ECM/TCM/BCM, etc.)?

Dealer should have sent a session log for DTCs and/or trans drivability concerns to the tacsnapshot data base, check data base and attach the session log to the case. Session log not needed for noise and/or leak concern.

[Note: GDS must be launched from TIS to make sure all the data is captured and can be retrieved.]

Q10: Performance

- Are there any transmission-related DTCs?
- Are there any shifting issues (late, early, missed, no shift)?
- When does the issue occur (hot, cold, under accel/decel)?
- Is there any unwanted vibration?
- Any other transmission performance issues?

Q11: Leaks

- Any leaks?
- What type of leak?
- Where is the leak located?

Q12: Noise

- Any noise?
- What kind of noise?
- Where is it?
- What is the frequency of noise?
- When does it occur?
- How long does it last?

Q13: Transmission Fluid

- Fluid level?
- Was fluid contaminated?

Parts Information

Part Number	Part Name	QTY
24279532	Transmission Assembly FWD	1
24279531	Transmission Assembly AWD	1
24281394	Torque Converter	1
24281186	Valve Body	1
24276934	Transmission Control Module (TCM)	1

excel sheet

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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