



# Service Bulletin

## PRELIMINARY INFORMATION

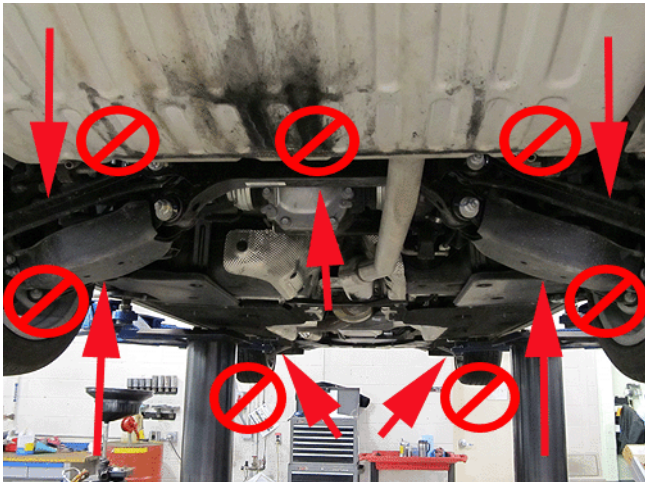
**Subject:** Information – Towing/Transport Recommendations for Cadillac ATS and CTS to Avoid Vehicle Damage

**Models:** 2013-2017 Cadillac ATS Models  
2014-2017 Cadillac CTS

**Attention:** This PI also applies to any of the above models that may be Export from North America vehicles.

*This PI has been revised to add the 2017 Model Year. Please discard PI0844C.*

### Condition/Concern



When recovering or transporting a Cadillac ATS or CTS, the under vehicle components may be damaged if the recommended towing and securing steps are not followed.

This damage would not be covered by the vehicle warranty.

**Important:** DO NOT hook, pull or secure the vehicle using any of the under body or suspension components. Ensure this information is provided to the towing person(s) or sublet towing company to prevent damage to the vehicle.

### Recommendation/Instructions – Recovery or Transport

1. Recover/transport the vehicle only on a flatbed car carrier. A wheel lift tow truck could damage the vehicle.

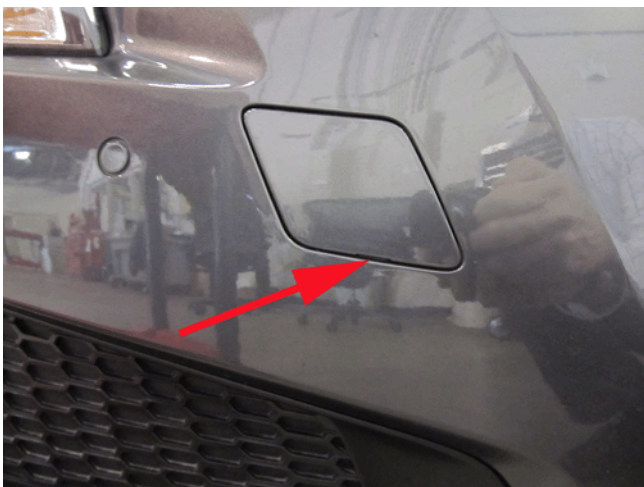


2. Once the vehicle is on the flatbed, secure the vehicle to the bed using a nylon strap type harness over all four tires. These harnesses must be secured as shown.
3. If it is necessary to use the flat bed mounted winch to recover the vehicle, use the following steps to attach the vehicle to the recovery winch.



3.1. Locate the recovery tow eye, secured in the rear compartment storage area.

**Note:** If the vehicle has not been through the Pre Delivery Inspection (PDI), the hook may be in the plastic bag in the rear compartment.



3.2. Carefully open the cover in the front or rear fascia by using the small notch that conceals the tow eye socket. Use care to not damage the paint.



- 3.3. Install the tow eye into the socket by turning it clockwise until it stops.
  - 3.4. Attach the recovery cable to the installed tow eye and load the vehicle on to the flatbed.
  - 3.5. Remove the recovery cable and the tow eye and re-secure the tow eye in the rear compartment floor storage area.
  - 3.6. When the tow eye is removed, reinstall the cover with the notch in the original position.
4. If the vehicle needs to be flat towed at low (parking lot) speeds, use the tow eye as described above. Use caution and very low speed to prevent damage to the vehicle.

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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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