



Service Bulletin

File in Section: -

Bulletin No.: 18-NA-378

Date: December, 2018

TECHNICAL

Subject: Surge, Chuggle, Fishbite, Shudder Feel During Driving Maneuvers

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4	2019	2019			2.0L (RPO LSY)	9T50 Automatic (RPO M3H)

Involved Region or Country	North America, Middle East, Israel
Condition	Some customers may comment on one or more of the following conditions: <ul style="list-style-type: none">• Surge• Chuggle• Fishbite• Shudder
Cause	This condition may be caused by fluid contamination from the stack plate heat exchanger.
Correction	<p>Perform a transmission fluid level and condition check. Refer to <i>Transmission Fluid Level and Condition Check</i> in SI.</p> <p>⇒ If the transmission fluid is found to be milky/cloudy or appears to be contaminated with engine coolant, do the following steps:</p> <ol style="list-style-type: none">1. Replace the transmission. Refer to <i>Transmission Replacement</i> in SI.2. Replace the transmission fluid cooling exchanger. Refer to <i>Automatic Transmission Fluid Cooling Exchanger Replacement</i> in SI. <p>⇒ If the transmission fluid is Not showing signs of engine coolant contamination, but has the conditions listed above, do the following steps:</p> <ol style="list-style-type: none">1. Replace the torque converter. Refer to <i>Torque Converter Replacement</i> in SI.2. Replace the transmission fluid cooling exchanger. Refer to <i>Automatic Transmission Fluid Cooling Exchanger Replacement</i> in SI.3. Drain the transmission fluid.4. Refill the transmission and run on the hoist while manually shifting through all gear ranges for approximately 5-10 minutes.5. Drain the transmission fluid again and refill the transmission. <p>Important: It may be necessary to drive a minimum of 200 mi (321 km) if slight shudder remains after the repair.</p>

Parts Information

Note: Only select the parts that coincide with the repair performed.

Causal Part	Description	Part Number	Qty
X	EXCHANGER, A/ TRNS FLUID CLG	24290617	1
N/A	CONVERTER, TORQ	24291764	1
N/A	RING, FRT WHL DRV INTER SHF RET	90121202	2
N/A	WASHER, FRT WHL WHL DRV SHF	11611965	2
N/A	NUT, FRT WHL DRV SHF (M27 X 2 X 6H)	11612295	2
N/A	SEAL, TRANS FLUID CLR PIPE (SLIMLINE WASHER 3/8")	25874797	2
N/A	BOLT, TRANS RR MT BRKT	11611642	2
N/A	BOLT, HFH, M10X1.5X75 (TRANS FRT MT)	11588747	2
N/A	BOLT, HFH, M10X1.5X55, 25.7 THD, 22.3 OD, 10.9 STL, GMW3359 (TRANS FRT MT)	11588743	2
N/A	SEAL, PROP SHF TO DIFF CARR INTERFACE	23321677	1
N/A	RETAINER, PROP SHF TO DIFF CARR INTERFACE	23432713	1

Causal Part	Description	Part Number	Qty
N/A	SEAL, PWR TRFER U PROP SHF	23206807	1
N/A	RETAINER, PWR TRFER U PROP SHF	23206808	1
N/A	GASKET, EXH SYS INTER	22816982	1
N/A	TRANSAXLE, AUTO	Refer to EPC	1
N/A	FLUID, A/TRANS (DEXRON VI) (1QT/0.946 LITRES)		Refer to EPC

Warranty Information

Note: Only select the Labor Operation that coincides with the repair performed.

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
8464670	Transmission Replacement	Use Published Labor Operation Time
8480808*	Automatic Transmission Fluid Pan Drain and Fill	0.4 hr
Add	Automatic Transmission Fluid Cooling Exchanger and Torque Converter Replacement	12.8 hrs
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released December 17, 2018

