



# Service Bulletin

Bulletin No.: 18-NA-378

Date: February, 2019

## 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 (LSY)	9T50 Automatic (M3H)

<b>Involved Region or Country</b>	North America, Middle East, Israel
<b>Condition</b>	Some customers may comment on one or more of the following conditions: <ul style="list-style-type: none"> <li>• Surge</li> <li>• Chuggle</li> <li>• Fishbite</li> <li>• Shudder</li> </ul>
<b>Cause</b>	This condition may be caused by fluid contamination from the stack plate heat exchanger.
<b>Correction</b>	<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"> <li>1. Replace the transmission. Refer to <i>Transmission Replacement</i> in SI.</li> <li>2. Replace the transmission fluid cooling exchanger. Refer to <i>Automatic Transmission Fluid Cooling Exchanger Replacement</i> in SI.</li> </ol> <p>⇒ If the transmission fluid is <b>Not</b> showing signs of engine coolant contamination, but has the conditions listed above, do the following steps:</p> <ol style="list-style-type: none"> <li>1. Replace the torque converter. Refer to <i>Torque Converter Replacement</i> in SI.</li> <li>2. Replace the transmission fluid cooling exchanger. Refer to <i>Automatic Transmission Fluid Cooling Exchanger Replacement</i> in SI.</li> <li>3. Drain the transmission fluid.</li> <li>4. Refill the transmission and run on the hoist while manually shifting through all gear ranges for approximately 5-10 minutes.</li> <li>5. Drain the transmission fluid again and refill the transmission.</li> </ol> <p><b>Important:</b> 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 (FWD)	24291764	1

Causal Part	Description	Part Number	Qty
N/A	CONVERTER, TORQ (AWD)	24291760	1
N/A	RING, FRT WHL DRV INTER SHF RET	90121202	2
N/A	WASHER, FRT WHL DRV SHF	11611965	2

Causal Part	Description	Part Number	Qty
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
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

Causal Part	Description	Part Number	Qty
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 for FWD	12.8 hrs
Add	Automatic Transmission Fluid Cooling Exchanger and Torque Converter Replacement for AWD	15.8 hrs

\*This is a unique Labor Operation for Bulletin use only.

<b>Version</b>	3
<b>Modified</b>	Released December 17, 2018 January 22, 2019 – Added the AWD Torque Converter part number to the Parts Information section. February 04, 2019 – Added Warranty Information.

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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