

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4985
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 06, 2019

Subject: N182205680 - Service Update
Transmission Stacked Plate Heat Exchanger Leak

Models: 2019 Cadillac XT4
Equipped with Automatic Transmission (RPO M3H)

To: All General Motors Dealers

General Motors is releasing Service Update N182205680 today. The total number of U.S. vehicles involved is approximately 3,797. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 06, 2019. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N182205680 Transmission Stack Plate Heat Exchanger Leak



Release Date: March 2019

Revision: 00

Attention: This service update involves vehicles in dealer inventory only and will expire March 31, 2020.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	XT4	2019	2019	M3H	Transmission-Auto 9 SPD, 9T50, ETRS GEN 1

This service update should be performed on vehicles in dealer inventory only. Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2019 model year Cadillac XT4 vehicles may have been manufactured with a stacked plate heat exchanger (SPHE) that has the potential to develop a leak. A leaking SPHE can contaminate the automatic transmission fluid with engine coolant, resulting in poor transmission shift quality like shudder, hard shifts, vibration, or surging that typically will not provide malfunction indication (no DTCs set).
Correction	Dealers are to replace the stacked plate heat exchanger.

Parts

Quantity	Part Name	Part No.
1	Exchanger-A/Trans Fluid Cooling	24290617
2	Seal-Trans Fluid Cooler Pipe	25874797
1	ATF Dexron VI	88865601 (US) 19367328 (Canada) Obtain Local Equivalent-(EXPORT)

Parts Pre-Ship Information

Important: An initial supply of 24290617 - Exchanger-A/Trans Fluid Cooling required to complete this recall will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to take place the week of March 8, 2019. Pre-shipped parts will be charged to dealer's open parts account. **All orders placed prior and during the pre-ship will be cancelled.**

When ordering additional 24290617 order parts on a CSO = Customer Special Order only. DRO's may be cancelled. **All orders will be reviewed prior to being filled.** A quantity limiter may be in effect.

Before ordering the additional parts listed on bulletin, if required, check your dealer inventory as this may be available at your dealership already.

Note: Due to limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

Attention: This service update involves vehicles in dealer inventory only and will expire March 31, 2020.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104315	Automatic Transmission Fluid Cooling Exchanger Replacement	1.3	ZFAT	N/A

Service Procedure

Replace the automatic transmission fluid cooling exchanger. Refer to *Automatic Transmission Fluid Cooling Exchanger Replacement* in SI.

Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than March 31, 2020.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repaired per the service procedure of this bulletin before customers

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take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

