



Preliminary Information

PIP5645A 2019 Cadillac XT4 9T50 Transmission And Stack Plate Heat Exchanger (Automatic Transmission Fluid Cooler Exchanger) Restriction

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	XT4	2019	All	All	All	M3H

Involved Region or Country	North America and NA Exports
Condition	Transmission shudder and/or shifting concerns.
Cause	The Automatic Transmission Fluid Cooler Exchanger, also referred as a Stack Plate Heat Exchanger, may have an internal concern that could possibly induce engine coolant, ethylene glycol, into the transmission fluid. Due to this possibility, the transmission assembly, the torque converter, and the exchanger will be on a restriction for engineering to review.

Restricted Part numbers:

- 24290617 Stack Plate Heat Exchanger / Automatic Transmission Fluid Cooler Exchanger
- 24291764 Torque Converter (FWD)
- 24291760 Torque Converter (AWD)
- 24274847 FWD Transmission
- 24293570 AWD Transmission

Correction:

Please create a PQC case using the Dealer Case Management (DCM) system.

- Provide the information for the following questions using the PQC DCM-Parts Restrictions Template found in the Global Connect Support Tab.
- Click on the TAC-PQC Tab.
- Click on PQC Parts Restrictions Templates and complete the PQC PIP5645 2019 Cadillac XT4 9T50.

Transmission Restriction Template

- **Attach the completed template to the DCM case.**

If needed, refer to the following links when creating a PQC case:

[Getting Started with DCM Homepage in Global Connect](#)

[Technical Assistance Center \(TAC\) Home page in Global Connect](#)

Note : You will need a Glycol Test kit as referenced in 08-07-30-035C: Information on Water or Ethylene Glycol in Transmission Fluid, prior to contacting PQC for XT4 vehicles. Glycol test (P/N WPC #835) can also be obtained through WPC if you do not already have one at the dealership.

To ensure full page print do not adjust size, select magnifying glass to enlarge then print

WPC Parts Request Form

This form ONLY for U.S. & Canada Dealers. Export markets & Mexico Dealers must contact their regional Technical Assistance Center for assistance.

Return form to Warranty Parts Center by E-Mail:
warrantypartscenterusa@gm.com
or WPC Fax #: 248-371-0192 Attn: Temporary Service Parts

Part Being Requested: WPC #

Dealer BAC (U.S.) / Dealer Code (Canada):

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

If you do not receive the part within 2 business days after emailing or faxing your part request to the Warranty Parts Center, please call Customer Assistance at 248-371-9901.

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Caller's Name/Position:

Technician's Name and Direct Phone:

Parts Manager name:

Parts Dept. Fax #:
Dealership's Current Address:
Vehicle Times In/Days Down

Q1: **Is this request for P/Ns 24291764 or 24291760 for a XT4 vehicle?**

Q2: Are you calling to complete Service Update Bulletin [N182205680](#) for P/N 24290617?

Q3: Is the part being requested for Customer Pay?

Q4: What is the customer's concern?

* Was the concern duplicated?

Q5: Describe the failure of the part.

Q6: Why is replacement needed?

Q7: Was TAC contacted?

Q8: **Has DMA requested replacement?**

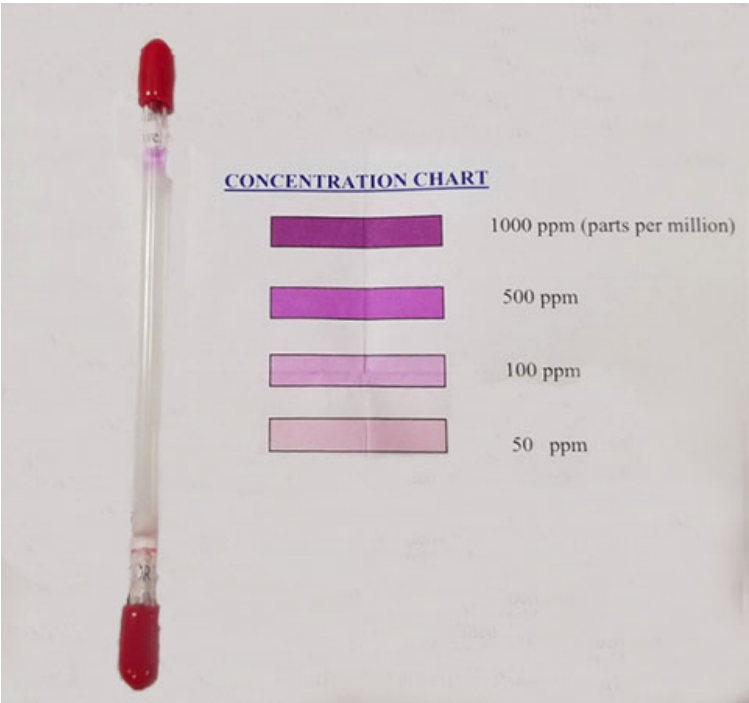
Q9: Are there any transmission-related DTCs?

Note: (Do Not clear any DTCs prior to reviewing with engineering).

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

Q10: Transmission Fluid:

- Fluid level?
- Was fluid contaminated?
- Was Glycol Test Completed?
- If no, refer to bulletin [18-NA-378](#).
- If yes, provide the results **and attach a picture of the results to the DCM case** as shown in the sample picture.



- Results - _____PPM

Q11: Are there any leaks?

- If no, continue to next question

- If yes,
- What type of leak?
- Location of the leak?

Q12: Any noise coming from the trans assembly?

- If no, continue to next question.
- If Yes,
- What kind of noise?
- Location of the noise?

Q13: Has the vehicle been modified with non-production accessories?

Q14: Is the vehicle for personal or commercial use?

Q15: Transmission Broadcast Code:

Q16: Transmission Serial Number:

Version History

Version	2
Modified	Updated 05/17/2019 to correct P/Ns for the torque converter.

