



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Transmission Shift Cable

**MODELS:** 2013-2014 Cadillac ATS  
2014 Cadillac CTS  
Equipped with Automatic Transmission (RPO MYA or MGG)

This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 14179A.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery June 11, 2014. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

### CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2013-2014 model year (MY) Cadillac ATS and 2014 MY Cadillac CTS vehicles equipped with an automatic transmission (RPO MYA or MGG). These vehicles may have a transmission shift cable that is not fully seated on the shifter and/or transmission bracket. This cable may detach from either bracket and the driver may not be able to select a different gear or place the transmission in Park. If the driver cannot place the vehicle in Park, and exits the vehicle without applying the park brake, the vehicle could roll away and a crash could occur without prior warning.

### CORRECTION

Dealers are to inspect and ensure the cable connection is fully seated at the transmission, and remove the center console trim to inspect and ensure the cable connection is fully seated at the shifter bracket.

## VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

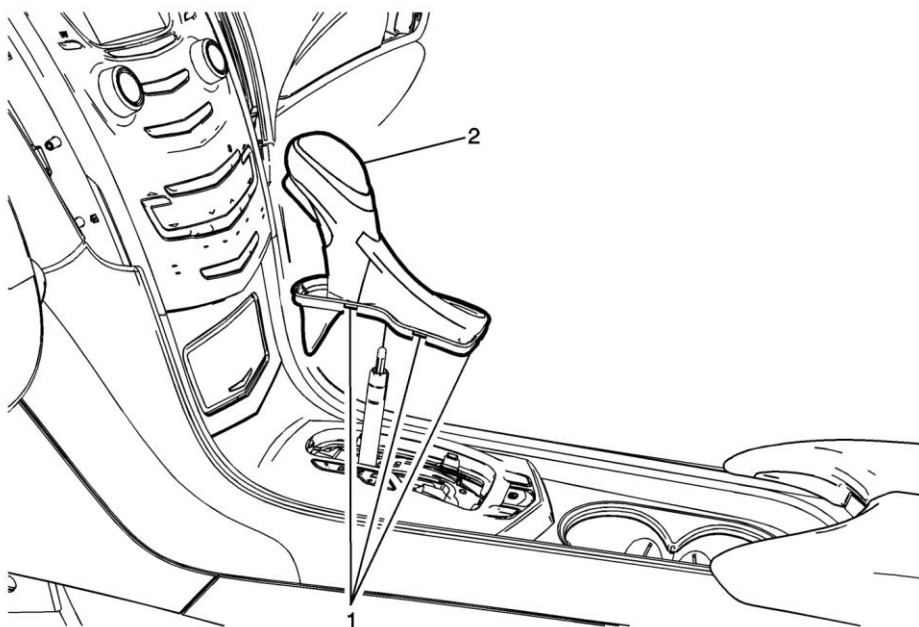
The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

## PART INFORMATION

No parts are required.

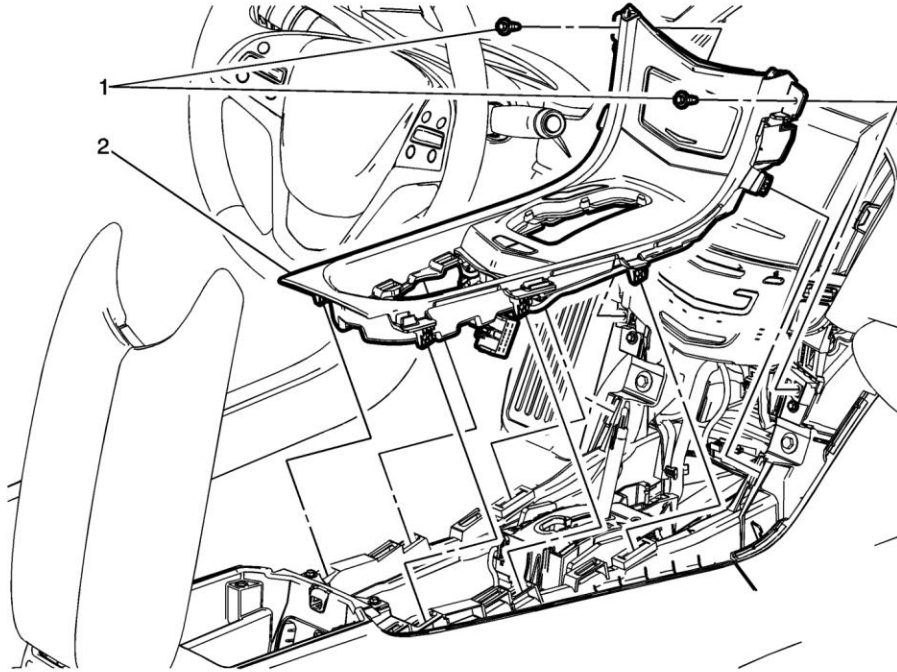
## SERVICE PROCEDURE

**Note:** ATS vehicle illustrations and photographs are used in this service procedure. CTS vehicle illustrations are included in SI. Photographs are representative for both ATS and CTS vehicles.



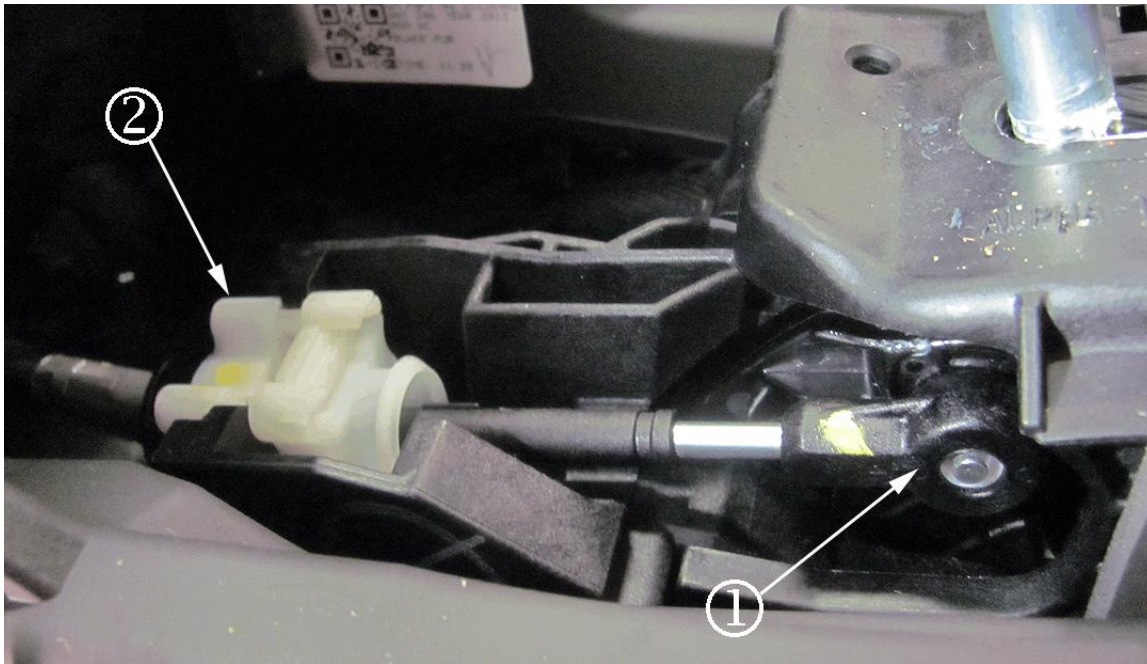
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1. Remove the transmission control lever knob for automatic transmission. Refer to *Transmission Control Lever Knob Replacement* in SI.



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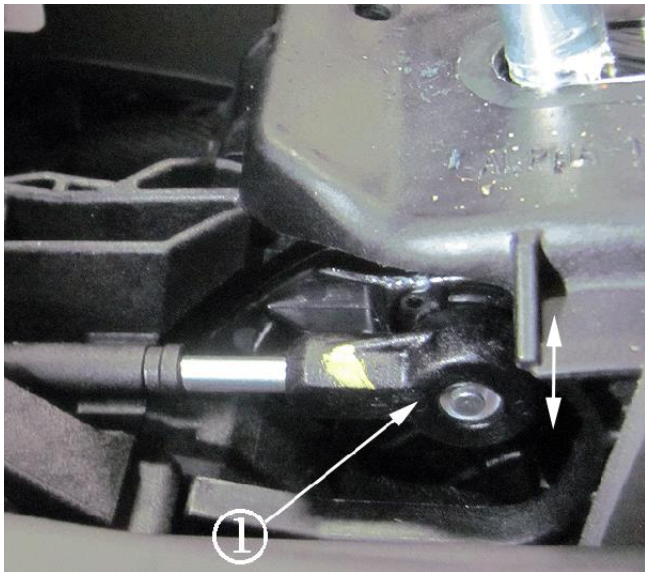
2. Remove the front floor console trim plate (ATS vehicles). Refer to *Front Floor Console Trim Plate Replacement* in SI. Remove the Front Floor Console (CTS vehicles). Refer to *Front Floor Console Replacement* in SI.



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**Note:** Inspect the range selector lever cable at the terminal rod end (1) and bracket end fitting (2). Review steps 3.1-3.2.

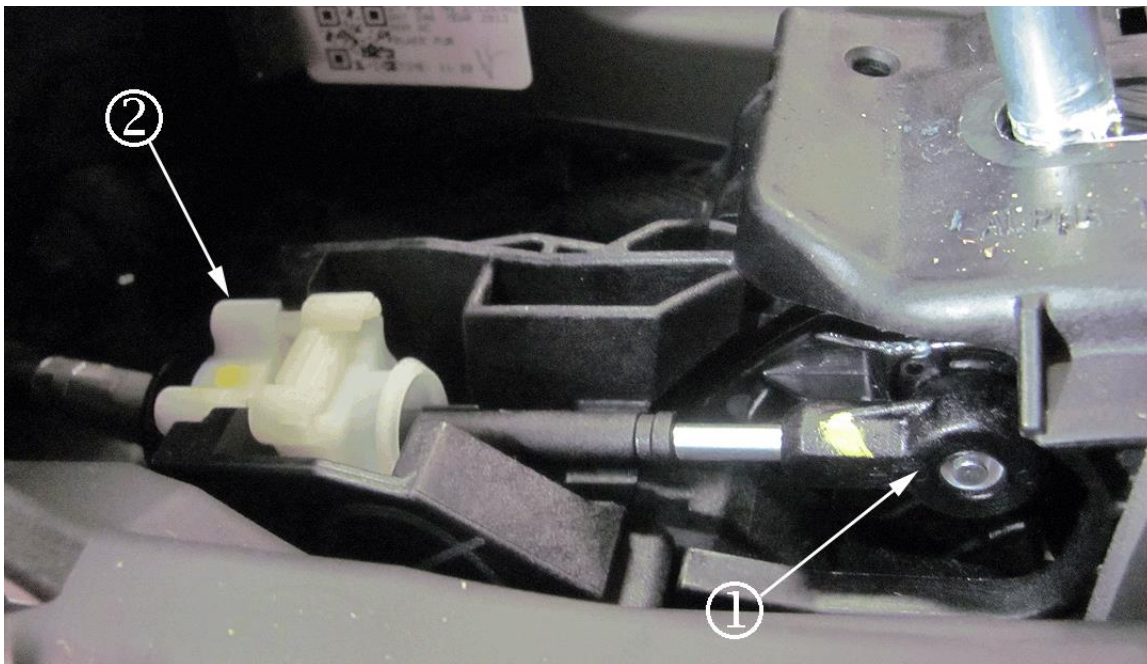
3. Inspect the range selector lever cable inside the vehicle.



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3.1 Ensure the transmission range selector lever cable terminal rod end (1) is connected to the shift lever pin correctly.

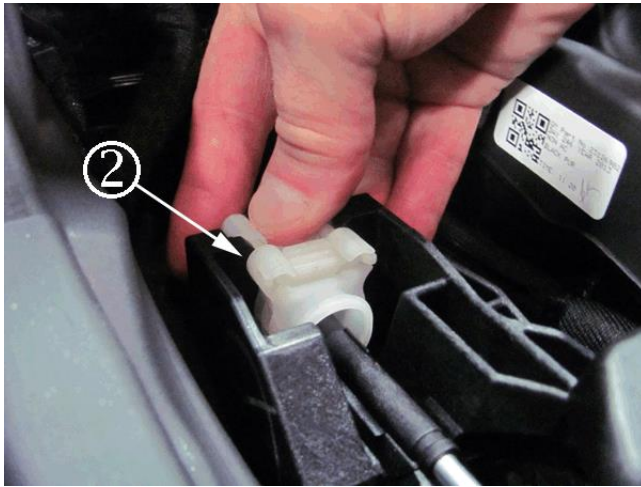
- Push and pull on the terminal rod end (1) to determine if the terminal rod end is connected to the shift lever pin. Push and pull direction is indicated in the photograph with a two way arrow.
- If the terminal rod end (1) is NOT connected to the shift lever pin, push the terminal rod end onto the shift lever pin. An audible click is present when the terminal rod end is installed onto the shift lever pin correctly.



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**Note:** Inspect the range selector lever cable at the terminal rod end (1) and bracket end fitting (2). Review steps 3.1-3.2.

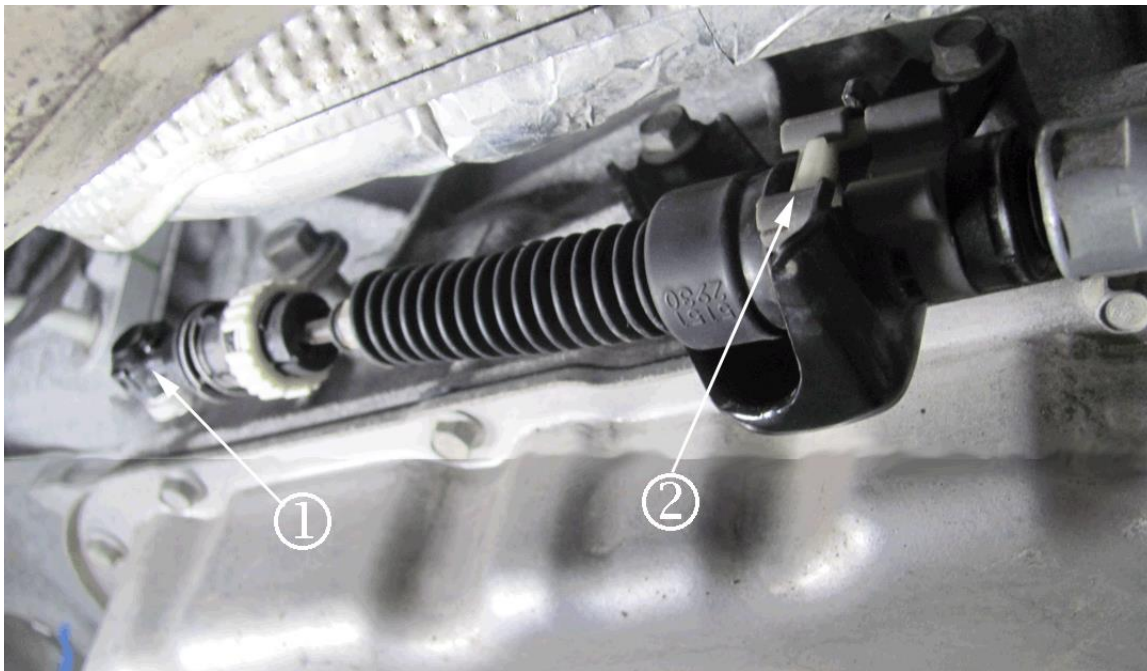
3.2 Ensure the transmission range selector lever cable bracket end fitting (2) is seated into the bracket housing correctly.



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- Press down and pull up and twist on the bracket end fitting (2) to determine if the bracket end fitting is seated in the bracket housing correctly.
- If the bracket end fitting (2) is NOT seated in the bracket housing, push down on the bracket end fitting. An audible click is present when the bracket end fitting is seated in the bracket housing correctly.

4. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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**Note:** Inspect the range selector lever cable at the terminal rod end (1) and bracket end fitting (2). Review steps 5.1-5.2.

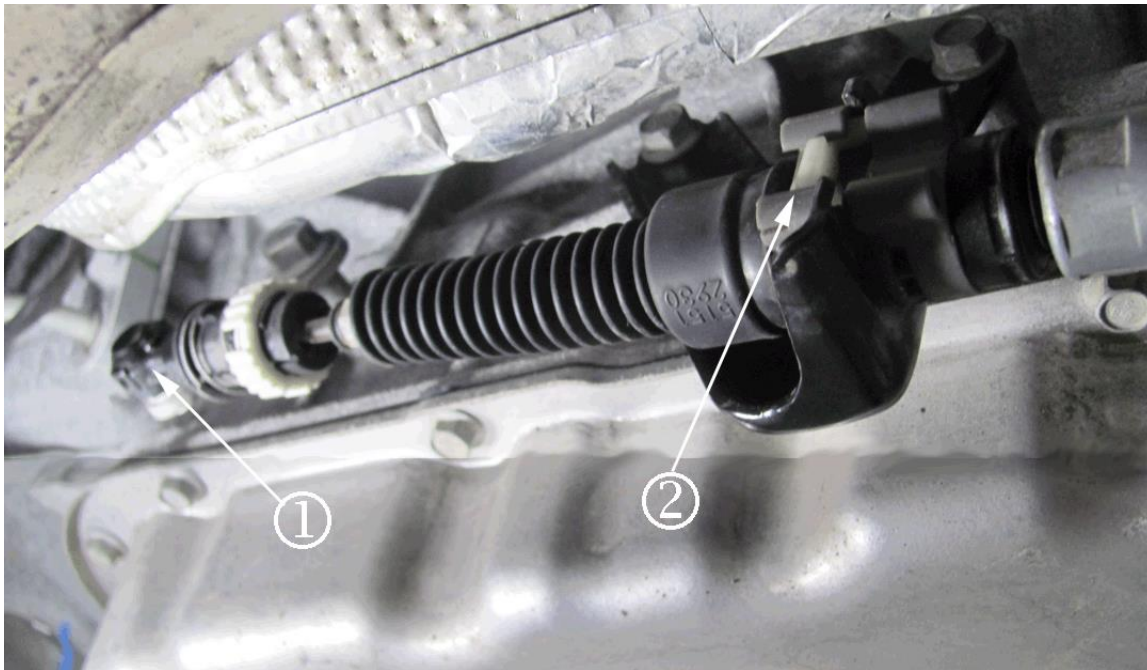
5. Inspect the range selector lever cable at the transmission.



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5.1 Ensure the transmission range selector lever cable terminal rod end (1) is connected to the shift lever pin correctly.

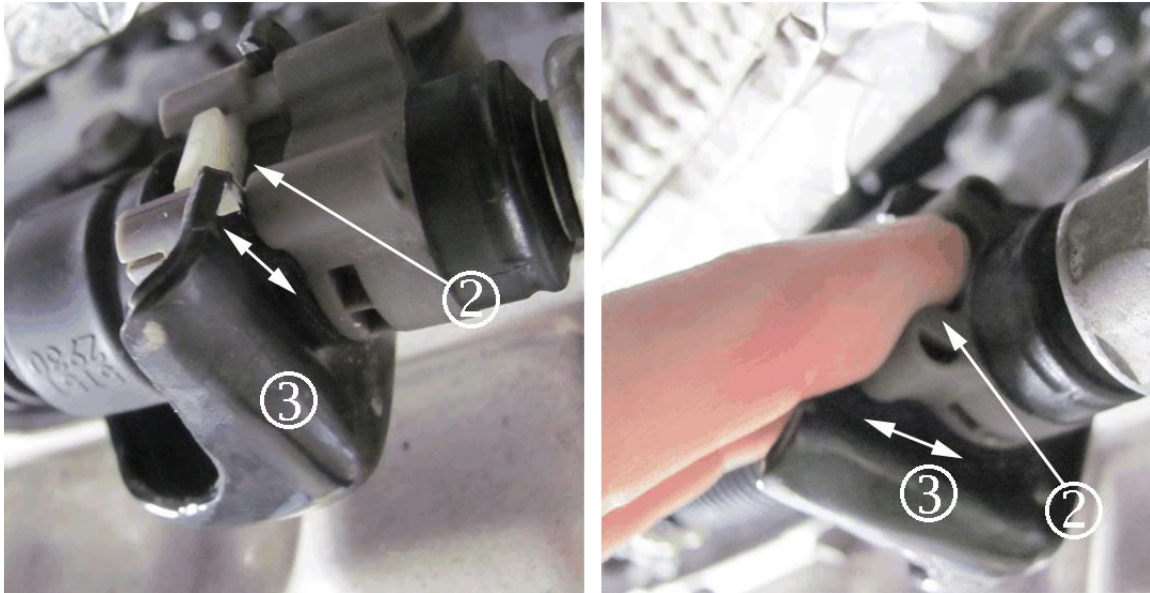
- Push and pull on the terminal rod end (1) to determine if the terminal rod end connected to the shift lever pin. Push and pull direction is indicated in the photograph with a two way arrow.
- If the terminal rod end (1) is NOT connected to the shift lever pin, push the terminal rod end onto the shift lever pin. An audible click is present when the terminal rod end (1) is installed onto the shift lever pin correctly.



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**Note:** Inspect the range selector lever cable at the terminal rod end (1) and bracket end fitting (2). Review steps 5.1-5.2.

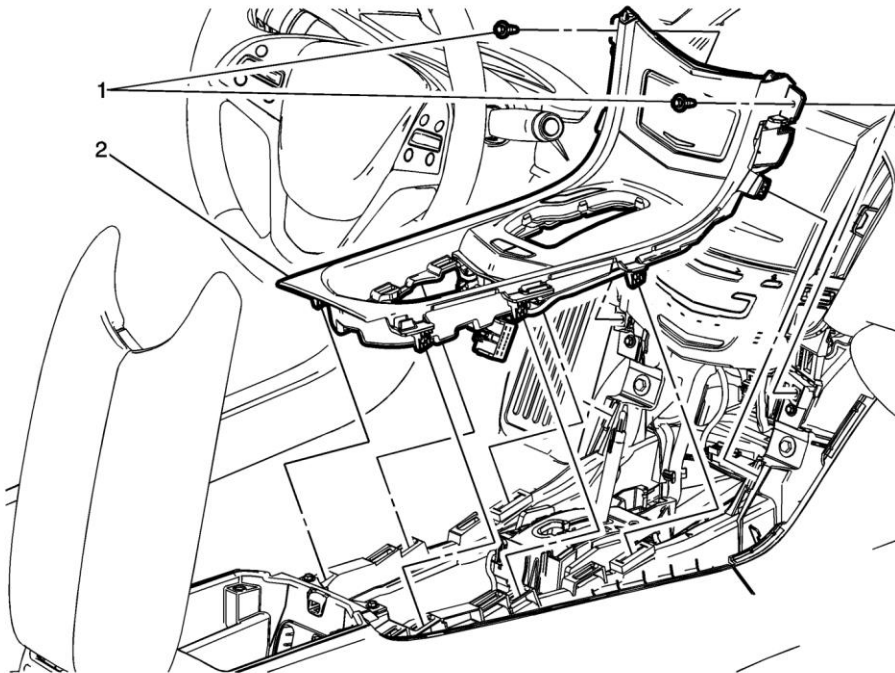
5.2 Ensure the transmission range selector lever cable bracket end fitting is seated into the bracket housing correctly.



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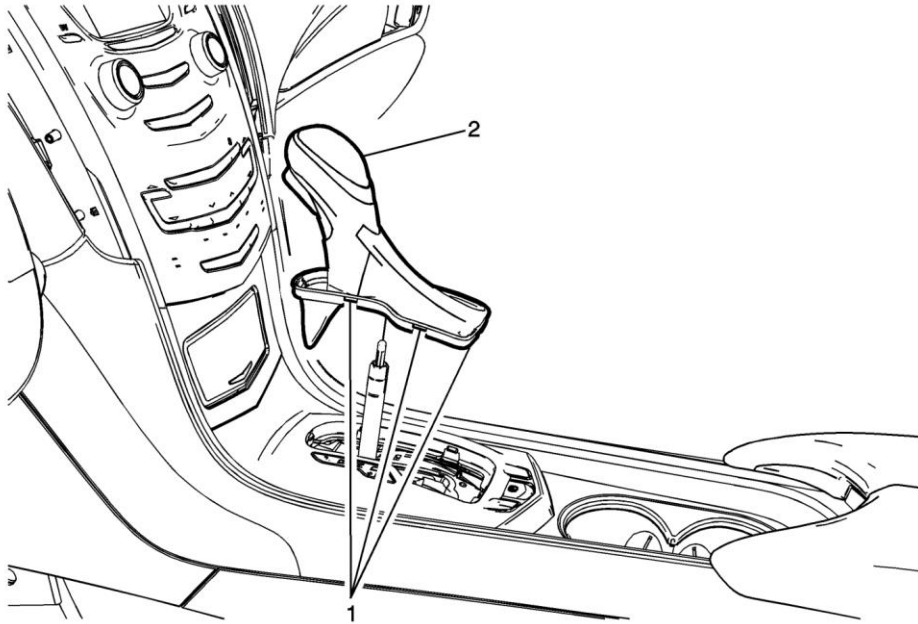
- Push, pull and twist on the range selector lever cable bracket end fitting (2) to determine if the bracket end fitting is seated in the bracket housing (3) correctly. Push and pull direction is indicated in the photograph with a two way arrow.
- If the range selector lever cable bracket end fitting (2) is NOT seated in the bracket housing (3), push inward on the range selector lever cable bracket end fitting. An audible click is present when the range selector lever cable bracket end fitting is seated in the bracket housing correctly.

6. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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7. Install the front floor console trim plate (ATS vehicles). Refer to *Front Floor Console Trim Plate Replacement* in SI. Install the Front Floor Console (CTS vehicles). Refer to *Front Floor Console Replacement* in SI.



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8. Install the transmission control lever knob for automatic transmission. Refer to Transmission Control Lever Knob Replacement in SI

**COURTESY TRANSPORTATION** – For U.S. and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9100633	Inspect Transmission Range Selector Level Cable (Includes Cable Adjustment, if Required)	0.9

**CUSTOMER NOTIFICATION** – For U.S. and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).



## CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the U.S. National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

## DEALER RECALL RESPONSIBILITY – For U.S. and Export (U.S. States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

## DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.





# IMPORTANT SAFETY RECALL

August 2014

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2013-2014 model year Cadillac ATS and 2014 model year Cadillac CTS vehicles equipped with an automatic transmission. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- This notice applies to your 2013-2014 Cadillac ATS or 2014 Cadillac CTS vehicle, VIN \_\_\_\_\_.
- Your vehicle is involved in GM safety recall 14179.
- Schedule an appointment with your Cadillac dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

Your vehicle may have a transmission shift cable that is not fully seated on the shifter and/or transmission bracket. This cable may detach from either bracket and you may not be able to select a different gear or place the transmission in Park. If you cannot place the vehicle in Park, and exit the vehicle without applying the park brake, the vehicle could roll away and a crash could occur without prior warning.

### What will we do?

Your Cadillac dealer will inspect your vehicle and ensure the cable connection is fully seated at the transmission, and remove the center console trim to inspect and ensure the cable connection is fully seated at the shifter bracket. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection time of approximately 55 minutes.

### What should you do?

You should contact your Cadillac dealer to arrange a service appointment as soon as possible.

### Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V338.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney  
General Director,  
Customer and Relationship Services

GM Recall Number: 14179