



Service Bulletin

Bulletin No.: 18-NA-378

Date: May, 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)

Involved Region or Country	North America, Middle East, Israel
Condition	<p>Some customers may comment on one or more of the following conditions:</p> <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> <ol style="list-style-type: none">1. Order a glycol test kit from the Warranty Parts Center (WPC) using the attached form.2. Perform a glycol test.<ul style="list-style-type: none">• If no glycol contamination is found (no color change), drain and refill the transmission using DEXRON VI. Refer to <i>Transmission Fluid Drain and Fill</i> in SI and further work is needed.• If the glycol level is 50 ppm or above: <p>Important: It may be necessary to drive a minimum of 321 km (200 mi) if slight shudder remains after the repair.</p> <ol style="list-style-type: none">1. Replace the transmission. Refer to <i>Transmission Replacement</i> in SI.2. Refer to PIP5645 for transmission part restriction information.3. Replace the transmission fluid cooling exchanger. Refer to <i>Automatic Transmission Fluid Cooling Exchanger Replacement</i> in SI.

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	TRANSAXLE, AUTO (FWD)	24274847	1
N/A	TRANSAXLE, AUTO (AWD)	24293570	1
N/A	RING, FRT WHL DRV INTER SHF RET	90121202	2
N/A	WASHER, FRT WHL DRV SHF	11611965	2
N/A	NUT, FRT WHL DRV SHF (M27 X 2 X 6H)	11612295	2
N/A	BOLT, FRT STAB SHF INSL CLA	11547610	4
N/A	SEAL, TRANS FLUID CLR PIPE (SLIMLINE WASHER 3/8")	25874797	2
N/A	BOLT, TRANS MT TRANS SI (M12 X 1.75 X 61)	11547918	4
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

Causal Part	Description	Part Number	Qty
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	2
N/A	SEAL, OIL LVL IND TUBE	12670252	1
N/A	FLUID, A/TRANS (DEXRON VI) (1 QT/0.946 LITRES)	Refer to EPC	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	Use Actual Clock Time
Add	Glycol Test	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	4
Modified	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. May 16, 2019 – Updated the Correction section and Warranty Information and added the WPC Part Request Form.

IMPORTANT NOTE WHEN PRINTING THIS FORM: If the form prints out on two pages, make certain you fax BOTH pages so that the WPC receives all the needed information. Missing information will delay or prevent the part from being shipped.

Parts Request Form – Warranty Parts Center

Use this form ONLY for U.S. and Canadian Dealers. Export markets and Mexico Dealers must contact their regional Technical Assistance Center for assistance.

To: Warranty Parts Center

e-mail: warrantypartscenterUSA@gm.com

or WPC Fax: 248-371-0192

Attn: WPC Customer Assistance

Part Being Requested: **Glycol test (P/N WPC #835)**

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

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle Model Year:

Vehicle VIN:

Important: If you do not receive the part within 2 business days after e-mailing or faxing your part request to the Warranty Parts Center, please call WPC Customer Assistance at 248-371-9901/9902.

IMPORTANT NOTE WHEN PRINTING THIS FORM: If the form prints out on two pages, make certain you fax BOTH pages so that the WPC receives all the needed information. Missing information will delay or prevent the part from being shipped.

