



# Service Bulletin

File in Section: -

Bulletin No.: PIP5090C

Date: September, 2013

## PRELIMINARY INFORMATION

**Subject:** Vibration Or Shudder On Acceleration From A Stop

**Models:** 2013 -2014 Cadillac XTS with All Wheel Drive (AWD)

**This PI was superseded to update model years. Please discard PIP5090B.**

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

Some customers may comment on a noise, vibration or shudder on acceleration from a stop. Upon inspection technician may find that the right front axle shaft is not fully seated into the PTU. Vehicle will not experience a loss of power or loss of forward momentum.

### Recommendation/Instructions

If this condition is encountered replace the right hand axle shaft. Ensure that the axle is fully inserted and the retaining ring is in position. DO NOT reuse the shaft or retaining ring. While the axle shaft is out inspect the splined end of the PTU for excessive wear. Clean off excessive grease on the splines of the output shaft and the splines of the C.V. shaft. Due to tight clearances you may run into a situation where the axle will airlock while trying to install. Please let axle sit for 30 seconds and press in again to make sure all air has escaped and axle is fully seated. The half shaft is not considered fully installed until technician either HEARS or FEELS the snap ring lock into the groove of the PTU intermediate shaft.

### Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
3040190	Front Wheel Drive Shaft Replacement - Right Side	Use Published Labor Operation Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.