

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4906
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 16, 2018

Subject: 18357 - Special Coverage
Vehicle Shifts into Manual Mode without Operator Shifting

Models: 2014 Cadillac ATS

To: All General Motors Dealers

General Motors is releasing Special Coverage 18357 today. The total number of U.S. vehicles involved is approximately 6,813. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on December 3, 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 16, 2018. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage Adjustment

18357 Vehicle Shifts into Manual Mode without Operator Shifting



Reference Number: N182179070

Release Date: November 2018

Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	ATS	2014	2014		

Involved vehicles are identified on the Applicable Warranties section 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	On some 2014 model year Cadillac ATS vehicles, the vehicle may inadvertently shift into manual mode and, depending on the vehicle's speed, the transmission will automatically downshift to first or second gear, resulting in a safe, but unwanted vehicle deceleration. If this occurs, the driver will not be able to shift out of manual mode until the vehicle is turned off and back on again. The vehicle will also set diagnostic trouble codes P0816 and P1876.
Special Coverage Adjustment	This special coverage covers the condition described above for a period of 6 years or 72,000 miles (116,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after November 16, 2018, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to November 16, 2018, must be submitted to the Service Contract provider. Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i>
Correction	Dealers are to remove and replace the shifter assembly. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Automatic Transmission Control	84588250
1	Automatic Transmission Control (AWD only)	84588251

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which Automatic Transmission Control to order.

It is estimated that less than 11% of the involved vehicles will require parts to be replaced on this vehicle. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

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.

Special Coverage Adjustment

18357 Vehicle Shifts into Manual Mode without Operator Shifting



Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900558	Diagnostic Time Only – No Repair Required	0.1-1.0	ZREG	N/A
9900559	Replace Transmission Control (shifter assembly) ATS Add: Diagnostic Time	1.4 0.1-1.0	ZREG	N/A
9900560	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900561	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

*For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

**Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

- Customer may come in with a complaint that the vehicle automatically entered manual mode, and/or multiple DTCs including P0815, P0816, P0826, or P1876. Diagnose the vehicle to determine if the shifter is the root cause. Refer to *Shift Indicator Indicates Wrong Gear Selection*, and *DTC P0815, P0816, P0826, or P1876* in SI for diagnosis.
 - If diagnosis leads to Transmission Control replacement, proceed to step 2.
 - If diagnosis does NOT lead to Transmission Control replacement, no further action is required for this field action. Diagnosis time up to this point may be covered under this special coverage, but any additional diagnosis and/or repair time must be covered by warranty or customer pay.
- Replace the Transmission Control. Refer to *Transmission Control Replacement* in SI.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for Customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by December 31, 2019. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

Special Coverage Adjustment

18357 Vehicle Shifts into Manual Mode without Operator Shifting



December 2018

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2014 model year Cadillac ATS, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2014 model year ATS vehicles, may have a condition where the vehicle may inadvertently shift into manual mode and, depending on the vehicle's speed, the transmission will automatically downshift to first or second gear, resulting in a safe, but unwanted vehicle deceleration. If this occurs, the driver will not be able to shift out of manual mode until the vehicle is turned off and back on again.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2014 model year ATS within 6 years of the date your vehicle was originally placed in service or 72,000 miles (116,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by December 31, 2019, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). ***Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.***

If you have any questions or need any assistance, please contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor
Executive Director
North America Contact Center Operations

Enclosure
18357