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File In Section: Service Bulletin
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PRELIMINARY INFORMATION

Subject: Clicking Noise From Front Wheels

Models: 2009 - 2011 Cadillac CTS-V

This PI was superseded to add Premium care information. Please discard PIC5136C.

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

Condition/Concern:

A customer may comment on a clicking noise emanating from the front wheels. This condition is noticed at low speed (walking speed) during full wheel lock turns on dry clean pavement (Full lock parking lot maneuver). The clicking noise is generally noted as approximately 1 to 4 "clicks" per wheel revolution.

The CTS-V has lightweight high performance front rotors with an aluminum center. The clicking sound is caused by interaction between the wheel mounting face and wheel mounting surface on the brake rotor caused by the aluminum-to-aluminum interface. With properly mounted wheels, and the wheel nuts torqued to specification, this "clicking" is NOT a safety issue. At this time there is no permanent solution however, General Motors' Engineering is aware of this condition and is working to resolve the concern. Until a permanent solution is developed, a cleaning process is recommended as a regular maintenance item.

The cleaning maintenance procedure described below should be performed as required at each oil change per the Oil Life Monitor system (approximately every 7500 miles) or whenever tires are replaced. This cleaning process is added to the 2011 Cadillac Premium Care Maintenance Program. For 2009-2010 CTS-Vs, the cleaning procedure should be used if the customer is dissatisfied with the noise, and should be performed at tire replacement and/or at oil changes.

Recommendation/Instructions:

Complete the procedure below on both front wheels, It is not necessary to clean the rear wheels for the "clicking" condition.

Note: Do NOT replace the Front wheel or brake rotor for the clicking condition.

Procedure:

1. Remove wheel
2. Clean wheel as follows:
   - a) Use clean cloth dampened with GM Brake Parts Cleaner 12378556 or equivalent.
   - b) Wipe the mounting surface of the wheel to remove any residual grey or black material that has accumulated on the wheel mounting surface. Be careful not to use the Brake Cleaner on the painted or clear coated surfaces of the wheel. It is also helpful to use a Scotch-Brite Cleaning Pad to aid in cleaning. Be sure NOT to use the scotch pads (Roloc disc) on the aluminum material. All cleaning MUST be done by hand, do NOT use ANY air or power tools!
3. Clean the rotor top hat as follows:
   - a) Use clean cloth dampened with GM Brake Parts Cleaner 12378392 or equivalent.
   - b) Clean the wheel mounting surface of the rotor (rotor top hat) to remove any residual grey or black material that has accumulated on the rotor. During the cleaning process be sure to clean the rotor near the wheel pilot at the center of the rotor. It is also helpful to use a Scotch-Brite Cleaning Pad to aid in cleaning. Be sure to NOT use scotch pads (Roloc discs) on the aluminum material. All cleaning MUST be done by hand, do NOT use ANY air or power tools!

4. Reinstall wheels

Note: Be sure to thoroughly dry the wheel and rotor prior to installation on vehicle. The wheel nuts should be tightened to a service torque of 215Nm (158 ft lbs).

Warranty Claim Information:

For 2011 CTS-Vs, refer to the latest Cadillac Premium Care Maintenance program information for the labor operation to be used.

For 2009-2010 CTS-Vs, use Labor Operation:

H9752 - Clean Mating Surfaces of Wheel and Rotor to Correct Noise Concern (includes both sides) Labor Time =.2 hour

Note: This time was developed with the expectation that this cleaning procedure is being performed at the time of regular oil changes or tire replacements.

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.