



Service Bulletin

File in Section: -

Bulletin No.: PIC4986D

Date: April, 2013

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Binding Felt Driving Forward Or In Reverse With Steering At Full Lock

Models: 2008- 2013 Cadillac CTS/CTS-V with RWD

This PI was superseded to update model years. Please discard PIC4986C.

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

Condition/Concern

A customer may comment that they feel a bind condition when the car is in reverse, or driving forward and the steering wheel is turned to the full-lock position (i.e. backing out or pulling in a parking spot or driveway). The condition may be described by the customer as similar to driving a 4WD truck with the front hubs locked. The condition may also be thought of as being caused by excessive tightness in the limited slip differential. It is more noticeable on wet surfaces and in vehicles with the FE3, and FE4 suspensions. The tire used with the FE1 suspension has a taller sidewall and does not exhibit the "stick-slip" condition.

2008 - 2009 FE3 QUR CTS with Michelin Pilot Sport 2 (18") tires may exhibit this condition. 2009 - 2013 FE4 Q42 CTS-V with Michelin Pilot Sport 2 (19") tires may exhibit this condition. 2010 - 2013 FE3 QOM CTS, CTS Wagon with Continental ContiSport 3 (19") tires may exhibit this condition.

Recommendation/Instructions

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

ADDITIONAL SI KEYWORDS:

bumping chunking chatter crow crowhop hop jerking line lot noise turn

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.