



Service Bulletin

PRELIMINARY INFORMATION

Subject: Clunk Or Thunk Noise On Acceleration From A Stop In Drive Or Manual Modes when driving at speeds of 2 to 10 mph

Models: 2014 Cadillac CTS Coupe (VIN D)
Equipped with a 6L45 RPO (MYA) automatic transmission.

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

Condition/Concern

Customers may comment on an intermittent, one-time clunk or thunk noise when accelerating from a stop in drive or during a 1-2 shift in manual mode when driving at speeds of approximately 2 to 10 mph.

The noise will not occur at higher speeds. The noise will not occur until the vehicle is stopped or nearly stopped and then again accelerated above approximately 2 to 10 mph.

Recommendation/Instructions

Check for the noise to be present during a manual mode second gear launch while accelerating above approximately 2 to 10 mph. .

If the noise is still present continue with Strategy Based Diagnosis

If the noise cannot be duplicated during a manual mode second gear launch refer to the following.

Do not perform any repairs on a vehicle exhibiting this concern at this time.

Please communicate to the customer that this condition is a normal operating characteristic of their vehicle.

It will not impact the designed performance or reliability of the vehicle. Do not attempt any repairs.

This condition is recognized and is being investigated in an attempt to eliminate the noise to improve the customers driving experience.

PI updates to follow

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.

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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