



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-221

Date: July, 2016

TECHNICAL

Subject: Creak Noise Originating from Rear of Vehicle

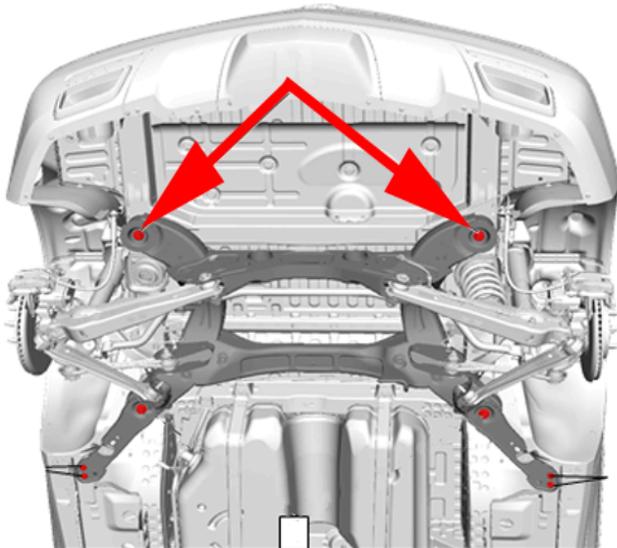
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2017	2017	February 1, 2016	May 19, 2016	All	All

Involved Region or Country	North America and N.A. Export Regions
Condition	Some customers may comment on a creak noise originating from the rear of the vehicle. The noise may be more predominant during twist conditions, for example entering a driveway or parking ramps.
Cause	This may be caused by a reinforcement flange and the frame rail coming in contact with each other.

Correction

If you encounter a vehicle with the above concern, complete the following steps:

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



4545798



4544659

2. Using jack stands, support the cradle and remove one of the rear suspension cradle bolts.
3. Remove the rear suspension reinforcement.
4. Reinstall the rear suspension cradle bolt 7½ full turns without the rear suspension reinforcement installed.

5. Using a 3 lb hammer, strike the bolt 8–10 times in an upward motion.

Important: Using anything heavier than a 3 lb hammer may cause damage. Use caution when striking the bolt upward.

6. Reinstall the rear suspension reinforcement and a new rear suspension cradle bolt that has not been struck by the hammer.

Tighten

Tighten the rear suspension cradle bolt to 160 N•m (118 lb ft).

7. Repeat steps 2–6 on the other rear suspension cradle bolt.

Important: Use the same suspension cradle bolt to strike with the hammer as the other side, so there is only one bolt that is in need of replacing. The other bolt may be re-used.

Parts Information

Description	Part Number	Qty
BOLT, RR SUSP CRADLE RR	11547841	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
1480688*	Rear Suspension Cradle Bolts Strike Procedure	0.6 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	

