



# Service Bulletin

File in Section: -

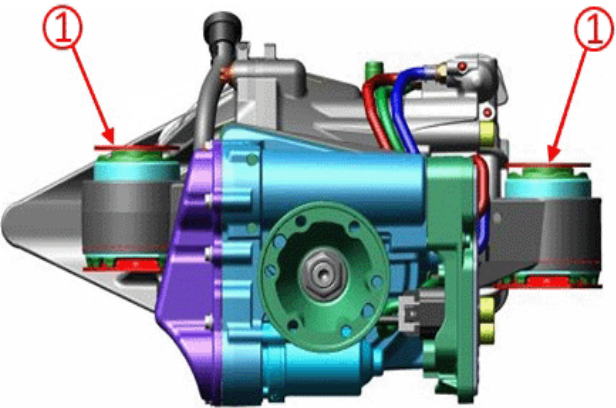
Bulletin No.: 17-NA-406

Date: December, 2017

## TECHNICAL

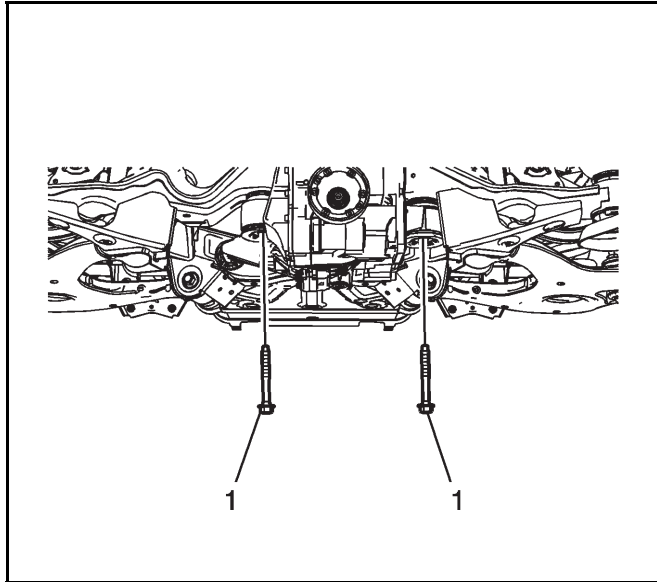
**Subject: Driveline Shudder Under Hard Acceleration Felt in Seat**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XTS	2016	2018			LF3	

<b>Involved Region or Country</b>	North America
<b>Condition</b>	Some customers may comment that a vibration is felt under heavy acceleration around 20 mph (32 km/h), which can be felt in the seat.
<b>Cause</b>	This condition may be caused by a second order vibration from the cardan joint.
<b>Correction</b>	<div style="text-align: center;">  </div> <p style="text-align: right; font-size: small;">4921286</p> <p>If the vehicle has been validated to have a driveline shudder under heavy acceleration around 20 mph (32 km/h), install 4.5 mm thick shims (1) on top of the front RDM isolator bushings.</p>

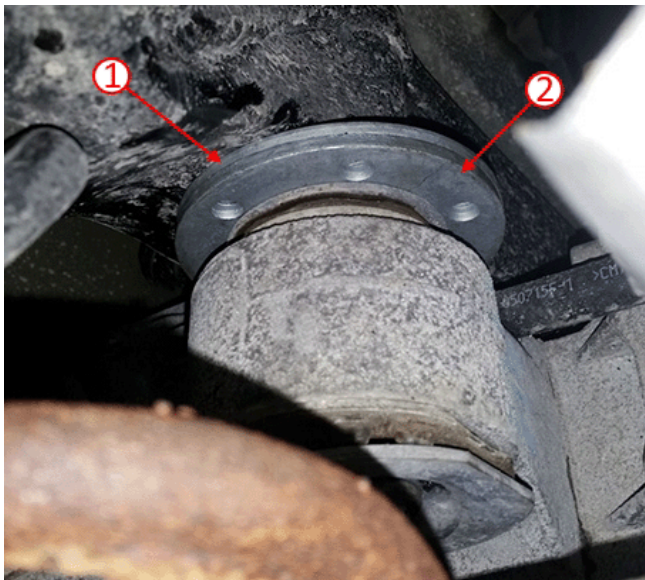
### Service Procedure

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



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2. Remove one of the front differential bolts (1).
3. Loosen the opposite side front differential mount bolt.



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4. Position the flat washer (1) over the differential mount washer (2).
5. Loosely install the bolt enough to support the differential.
6. Remove the other front differential bolt and position the washer over the differential mount washer.
7. Install the bolt.
8. Tighten the bolts to specifications. Refer to *Fastener Specifications* in SI.

### Parts Information

Causal Part	Description	Part Number	Qty
	WASHER, FLAT, 14X42.5X3.61 MM, SAE 1050 STL RC 37-43, 7112M	11562546	2

### Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3080268*	Test Drive and Install Flat Washer on the Front Differential Mount	0.5 hr

\*This is a unique Labor Operation for Bulletin use only.

Version	1
Modified	Released December 19, 2017

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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