

Subject: Engineering Information – Engine Oil Found Under Vehicle

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

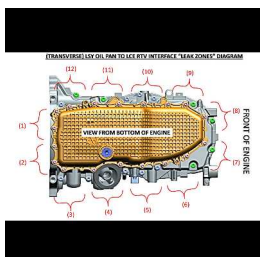
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4	2019	2020	-	-	Equipped with 2.0L Engine (RPO LSY)	Equipped with 9 SPD Automatic Transmission (RPO M3H)
	CT4	2020					-
	CT5						-
	XT5						-
	XT6						-
Chevrolet	Blazer						-
GMC	Acadia						

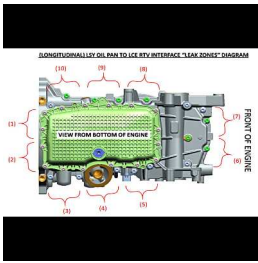
Involved Region or Country	North America
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on engine oil found under their vehicle.
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

If you encounter a vehicle with the above concern, perform the following steps to confirm that the oil leak is coming from the oil pan and contact the engineer listed below with your findings.

1. Visually inspect the oil pan to identify traces of residual oil collection, and trace the leak path to the highest point.
2. If the leak seems to be from the oil pan to LCE joint, wipe the excess oil and add engine dye.
3. Put additional miles on the vehicle, and re-inspect with a black light to confirm that the source of the leak is in fact the oil pan to LCE joint.
4. If step 3 holds, take clear snapshots of the leak location / path at the oil pan to LCE joint.





5. Make an assessment on which leak "zone" the oil is originating from, as shown in the pictures above, and call the engineer listed.

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
4087358*	Engineering Information – Engine Oil Found Under Vehicle	0.4 hr
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released March 11, 2020