

## **Service Bulletin**

# TECHNICAL

## Subject: Low-Frequency Noise and Vibration Sound Heard in Passenger Compartment Under Wide Open Throttle

Brand:	Model:	Model Year:		VIN:		Engino	Transmission:
		from	to	from	to	Engine:	Transmission.
Cadillac	CT5	2020	2020				

Involved Region or Country	North America		
Additional Options (RPOs)	F46 (CHASSIS DRIVE LINE-ALL WHEEL DRIVE (AWD)/FOUR WHEEL DRIVE (4WD)		
Condition	Some customers may comment that under wide-open throttle, there is a low-frequency noise and vibration that sounds like the muffler is grounding out against the body. The noise gets progressively worse as more miles accumulate on the car.		
Cause	This condition may be caused by the Transmission Mount snubber being rotated out of position and rubbing against the inside pocket of the crossmember.		
Correction	<ol> <li>Confirm the noise can be heard from inside the passenger compartment.</li> <li>Raise the vehicle. Refer to <i>Lifting and Jacking the Vehicle</i> in SI.</li> <li>Visually confirm by examining the Transmission Mount and snubber.</li> <li>Loosen the bolt and rotate the snubber until the anti-rotation feature engages.</li> <li>Tighten</li> <li>Tighten the bolt to 100 N·m (74 lb ft).</li> <li>Lower the vehicle and test drive to confirm the noise is gone.</li> </ol>	5573650	

### **Parts Information**

No parts are required for this repair.

#### Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time	
8480968*	Re-position Transmission Mount and Snubber	0.4 hr	
*This is a unique Labor Operation for bulletin use only.			

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