



Service Bulletin

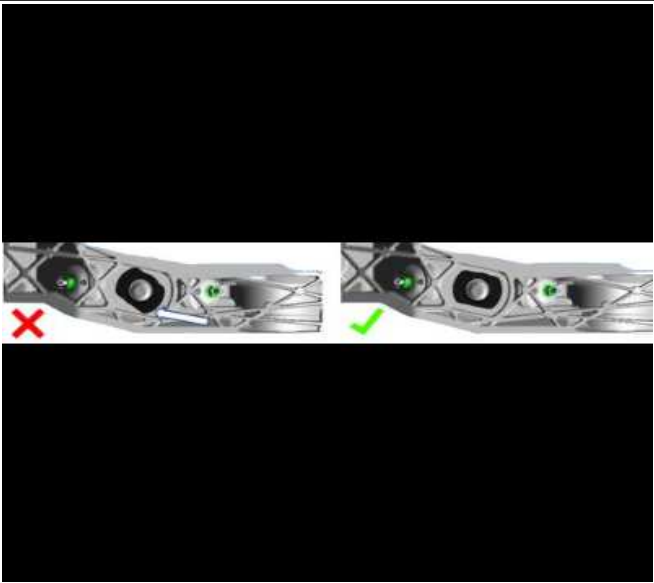
Bulletin No.: 20-NA-089

Date: April, 2020

TECHNICAL

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

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
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	<div></div> <div>5573650</div> <ol style="list-style-type: none">1. Confirm the noise can be heard from inside the passenger compartment.2. Raise the vehicle. Refer to <i>Lifting and Jacking the Vehicle</i> in SI.3. Visually confirm by examining the Transmission Mount and snubber.4. Loosen the bolt and rotate the snubber until the anti-rotation feature engages. <p>Tighten Tighten the bolt to 100 N•m (74 lb ft).</p> <ol style="list-style-type: none">5. Lower the vehicle and test drive to confirm the noise is gone.

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.		

Version	1
Modified	Released April 14, 2020

