

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5384
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 5, 2020

Subject: N202297690 - Service Update
Transmission Mount Snubber Noise

Models: 2020 Cadillac CT5 equipped with all wheel drive (RPO F46)

To: All General Motors Dealers

General Motors is releasing Service Update N202297690 today. The total number of U.S. vehicles involved is approximately 3,456. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 6, 2020 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N202297690 Transmission Mount Snubber Noise



Release Date: May 2020

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	CT5	2020	2020	F46	All Wheel Drive

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2020 model year Cadillac CT5 vehicles equipped with all wheel drive (RPO F46) may have a transmission mount "snubber" rotated out of position. Vehicles with the snubber out of position could experience noise and vibration.
Correction	Dealers will inspect the transmission mount snubber, and, if out of position, will loosen the fastener bolt, rotate the snubber into its proper position, and retorque the bolt to specification.

Parts

No parts required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105112	Inspect Transmission Mount Bolt Snubber – No Further Action Required	0.3	ZFAT	N/A
9105113	Adjust Transmission Mount Bolt Snubber to Correct Position	0.4		

Service Procedure

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Locate the transmission mount bolt and snubber:



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- 2.1. If the transmission mount snubber is in the correct location, no further action required.

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2.2. If the transmission mount snubber IS NOT in the correct location, continue to step 3.

3. Install a suitable jack stand, support the rear of the transmission.
4. Loosen the transmission mount bolt. Do not remove.



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5. Rotate the transmission mount snubber to the correct position as shown above.
6. Once in the correct position, torque the transmission mount bolt to 100 Nm (74 lb ft).
7. Remove the transmission support.
8. Remove vehicle support and lower vehicle.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting

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an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



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