

**Subject: Engineering Information - Internal Engine Concern**

**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 PIE 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	CT6-V	2019	2020	—	—	4.2L (RPO LTA)	—

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. If upon inspection of the customers concern you find that there is an internal engine concern or a concern in which suspect damage is found and major component replacement may be necessary, please proceed with this EI.
<b>Cause</b>	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 an engine with any internal engine concern, please complete the questionnaire below and call the applicable engineer with findings and any provide any additional information that may be beneficial to help aid in diagnosis.

#### Technician Questionnaire

1. What was the customer's concern?
2. Has the vehicle been modified with non-production accessories? (Y/N)
3. Describe the failure:
4. Does the vehicle have any DTCs in the ECM/TCM/BCM? (Y/N)  
**Note:** GDS must be launched from TIS to make sure all the data is captured and can be retrieved.
5. Are there any leaks? (Y/N)  
If no, continue on to question 6.  
If yes,
  - 5.1. What type of leak?
  - 5.2. Location of the leak?
6. Are there any noises (Y/N)  
If no, continue on to question 7.  
If yes,
  - 6.1. What kind of noise?
  - 6.2. Location and frequency of the noise?
  - 6.3. When does is occur?
  - 6.4. How long does it last?
7. Any lubrication concerns? (Y/N)  
If no, continue on to question 8.  
If yes, complete the following:
  - 7.1. Oil pressure readings:

- 7.2. Results of oil consumption test:
- 7.3. Was the oil contaminated?
- 7.4. If yes, what type of contamination?
- 8. Any performance concerns? (Y/N)  
If no, continue on to question 9.  
If yes,
  - 8.1. Low power?
  - 8.2. Misfire?
  - 8.3. Detonation?
  - 8.4. Blue smoke?
  - 8.5. White smoke?
  - 8.6. Will the engine crank?
  - 8.7. Any vibration?
- 9. Did the engine show evidence of the following:
  - 9.1. Overheating?
  - 9.2. Coolant consumption?
  - 9.3. Coolant contamination?
  - 9.4. Low compression?  
If yes, List Compression test readings:

## 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
4088358*	Engineering Information - Internal Engine Concern	0.5 hr

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

Version	1
Modified	Released March 07, 2022