

Subject: Engineering Information - Knocking, Thumping, Clunking and/or Tapping Noise Heard From the Front of the 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 PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

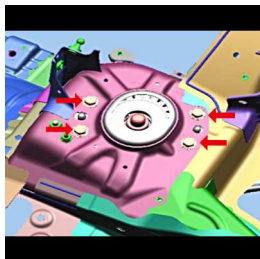
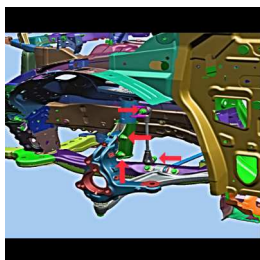
| Brand: | Model: | Model Year: | | Breakpoint: | | Engine: | Transmission: |
|----------|--------|-------------|------|------------------|---------|---------|---------------|
| | | from | to | from | to | | |
| Cadillac | XT4 | 2022 | 2022 | October 14, 2021 | Present | — | — |

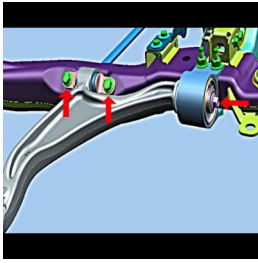
| | |
|-----------------------------------|--|
| Involved Region or Country | North America |
| Condition | Some customers may comment on having one or more of the following conditions: <ul style="list-style-type: none"> • Knocking • Thumping • Clunking • Tapping |
| Cause | GM Engineering is attempting 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

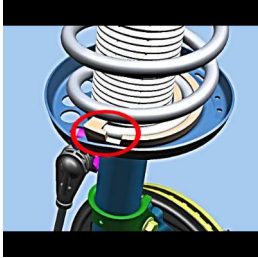
Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

If you encounter a vehicle with the above concern, perform the following steps and contact one of the engineers listed below with your findings:

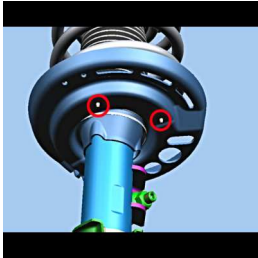




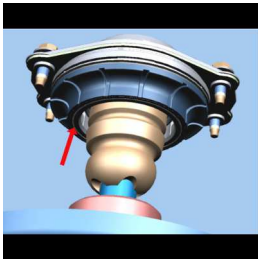
1. Verify that the strut assembly has the correct torques (top strut mount nut, stabilizer bar link nuts, knuckle to strut nut, etc), as shown in the pictures above.



2. Visually inspect the spring orientation to the lower isolator is nested to the stopper in the lower isolator, as shown in the picture above.



3. Visually inspect the lower spring isolators to ensure that they are properly oriented/aligned in the spring isolator, as shown in the picture above.



4. Visually inspect to see if the jounce bumper is fully installed into the top mount, as shown in the picture above.

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 |
|-----------------|-------------|------------|
|-----------------|-------------|------------|

| | | |
|----------|---|----------|
| 8080678* | Engineering Information - Knocking, Thumping, Clunking and/or Tapping Noise Heard From the Front of the Vehicle | 0.4 Hrs. |
|----------|---|----------|

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

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|-----------------|-----------------------|
| Version | 1 |
| Modified | Released May 31, 2022 |