

Subject: Engineering Information – Abnormal Engine Noise Heard and/or Engine Stalled and Will Not Restart, Damaged Crankshaft Thrust Bearing

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 Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT4	2022	2023	—	—	3.6L (RPO LF4)	Automatic Transmissions ONLY
	CT5					6.2L (RPO LT4)	

Involved Region or Country	U.S. Dealers ONLY
Condition	Some customers may comment on an abnormal engine noise heard and/or engine stalls and will not restart. Technicians may find the crankshaft thrust bearing damaged.
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 technician questionnaire shown below and call the engineer listed with your findings.

Technician Questionnaire

Customer Condition	Response
Inspect oil filter for signs of metal debris. Is any debris found? If so, provide a clear picture.	
Is there any evidence of metal in the oil? If so, provide a clear picture.	
Was or is the check engine light on?	
Does engine turn over?	
Using a dial indicator, measure the crankshaft endplay and record the reading. After checking endplay, remove the oil pan and inspect for bearing damage and provide a clear picture of the bearings. Refer to <i>Oil Pan Replacement</i> in SI.	

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
4088998*	Engineering Information - Abnormal Engine Noise Heard / Damaged Crankshaft Thrust Bearing	1.0 hr
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released April 27, 2023