



# Service Bulletin

Bulletin No.: PIC6537E

Date: November, 2025

## PRELIMINARY INFORMATION

**Subject: Diagnostic Tip - Knocking Noise / Vibration with A/C Compressor Running**

| Brand:   | Model: | Model Year: |    | VIN: |     | Engine: | Transmission: |
|----------|--------|-------------|----|------|-----|---------|---------------|
|          |        | from        | to | from | to  |         |               |
| Cadillac | OPTIQ  | 2026        |    | All  | All | All     | All           |

|                                   |                                                                                                                |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------|
| <b>Involved Region or Country</b> | North America                                                                                                  |
| <b>Additional Options (RPO)</b>   | RWL - CHASSIS DRIVE LINE-REAR WHEEL DRIVE (RWD)                                                                |
| <b>Condition</b>                  | A customer may comment of a Helicopter or Knocking type noise or vibration when the A/C compressor is running. |
| <b>Cause</b>                      | Under Investigation                                                                                            |

### Correction

Verify the correct charge and that there is no debris in the oil.

Verify the upper mounts are not twisted per PIC6485.

Check the High Voltage Cable harness to the compressor for being too tight causing a side load on the compressor.

If harness is found to be tight, loosen the fir tree zip ties and adjust the harness as needed to allow slack in harness to compressor.

This noise usually presents itself between 1250 - 1650 Compressor RPM.

If no issues found with the mounts, harness, and no debris in the oil, Engineering is currently working on a design improvement.

This PI will be converted to a Bulletin when a resolution is available.

|                 |                                                                                                                                                                                                                                                                                                    |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Version</b>  | 6                                                                                                                                                                                                                                                                                                  |
| <b>Modified</b> | 01/12/2024 - Created on.<br>01/17/2024 - Modified Correction to inspect the HV harness to compressor.<br>01/27/2025 - Added 2025 model year.<br>05/16/2025 - Added RPO and update to correction sections.<br>11/04/2025 - Added 2026 OPTIQ and 2026 LYRIQ.<br>11/11/2025 - Removed Cadillac LYRIQ. |

