

# 2016 - 2019 Cadillac CTS-V: Service Bulletin: #21-NA-109: Diagnostic Information on Engine Vibration - (May 3, 2021)

## #21-NA-109: Diagnostic Information on Engine Vibration - (May 3, 2021)

**Subject:** Diagnostic Information on Engine  
Vibration

This bulletin replaces PIP5503B. Please discard PIP5503B.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmi ssion:
		from	to	from	to		
<b>Cadilla c</b>	CTS-V	2016	2019	—	—	4.3L	—
	Escalad e Models	2015	2020			(LV1, LV3), 5.3L	
	Escalad e Models	2021	2021			(L82, L83, L84) or 6.2L	
<b>Chevrol et</b>	Camaro	2016	2021			(L86, L87,	
	Corvett e	2016	2019			LT1 or LT1	
	Express	2018	2021			w/o Z52	
	Silverad o	2014	2018			(Corvett e only), LT4)	
	Silverad	2019	2019				

	o LD		
	Silverad	2019	2019
	o 1500 (New Model)		
	Silverad	2020	2021
	o 1500		
	Suburba	2015	2020
	n		
	Suburba	2021	2021
	n		
	Tahoe	2015	2020
	Tahoe	2021	2021
<b>GMC</b>	Savana	2018	2021
	Sierra	2014	2018
	Sierra	2019	2019
	Limited		
	Sierra	2019	2019
	1500 (New Model)		
	Sierra	2020	2021
	1500		
	Yukon	2015	2020
	Models		
	Yukon	2021	2021
	Models		

***Involved Region or Country***

North America, Europe, Russia, Middle East, Israel, Chile, Colombia, Ecuador, Venezuela, Japan, GM Korea Company, Cadillac Korea (South Korea), China, Thailand, Singapore, Philippines, Other Africa, Australia/New Zealand

***Condition***

Some customers may have a concern with an engine vibration. This vibration may occur when vehicle is stationary or accelerating from a stop.

It may be found that the engine oil was recently changed.

***Cause***

This may be caused by the engine being overfilled with oil.

***Information***

If the above concern is encountered, it is recommended to check the engine oil level. Refer to the vehicle owner manual for details on correctly checking engine oil level.

A vibration caused by a crankcase overfilled with engine oil will typically display Engine 1 (E1) as the dominant vibration when monitored with the PICO Scope.

- If the engine oil level is confirmed to be overfull, verify if the crankcase was overfilled with engine oil or is

contaminated by an outside substance such as fuel or coolant.

- If the engine was overfilled with only engine oil, adjust the oil level and re-evaluate the concern (possibly the result of the engine oil having been overfilled during an oil change or maintenance service).
- If the engine oil level was overfull as a result of contamination, determine the source of the contamination and repair as needed.

*Version*

1

*Modified*

Released May 03, 2021

Online URL:

<https://www.cadillacvnet.com/knowledge-base/article/2016-2019-cadillac-cts-v-service-bulletin-21-na-109-diagnostic-information-on-engine-vibration-may-3-2021-63.html>