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
		from	to	from	to		ssion:
Cadilla	CTS-V	2016	2019	_		4.3L	_
С	Escalad e Models	2015	2020			(LV1, LV3), 5.3L	
	Escalad e Models	2021	2021			(L82, L83, L84) or	
Chevrol et	Camaro Corvett	2016 2016	2021 2019			6.2L (L86, L87, LT1 or	
	e Express Silverad o	2018 2014	2021 2018			LT1 w/o Z52 (Corvett e only),	
	Silverad	2019	2019			LT4)	

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

Involved Region or Country

Condition

Cause

Information

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

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.

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

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

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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