

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

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Subject: Diagnostic Information on Engine
Vibration

This bulletin replaces PIP5503B. Please discard PIP5503B.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CTS-V	2016	2019	—	—	4.3L	—
	Escalade Models	2015	2020			(LV1, LV3), 5.3L	
	Escalade Models	2021	2021			(L82, L83, L84) or 6.2L	
Chevrolet	Camaro	2016	2021			(L86, L87,	
	Corvette	2016	2021			LT1 or LT1	
	Express	2018	2021			w/o Z52	
	Silverado	2014	2018			(Corvette only), LT4)	
	Silverado	2019	2019				

GMC	o LD		
	Silverado 1500 (New Model)	2019	2019
	Silverado 1500	2020	2021
	Suburban	2015	2020
	Suburban	2021	2021
	Tahoe	2015	2020
	Tahoe	2021	2021
	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

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

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