

Subject: Engineering Information – Popping and/or Thump Type Noise Heard from Front Suspension During Sharp Turns and/or While Backing Out

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:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT4	2020	2021	—	—	—	—
	CT5						

Involved Region or Country	North America
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on a popping and/or thump type noise heard from the front suspension during sharp turns and/or while backing out.
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

If you encounter a vehicle with the above concern, perform the following steps and contact the engineer listed below with your findings.

1. Verify that the source of the noise originates from the strut, spring and the top mount.
2. Inspect the spring location relative to the spring seat. If the spring is out of position, take a clear picture for evidence prior to making any repairs and send it to the engineer listed. Proceed to step 3 if the spring is **NOT** out of position.
3. Inspect for signs of contact between the spring and the wheel liner. If there are witness marks of contact being made on the spring and wheel liner, take a clear picture for evidence and send it to the engineer listed.

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
8080618*	Engineering Information - Popping and/or Thump Type Noise Heard from the Front Suspension	0.4 hr

*This is a unique labor operation for bulletin use only.

Version	1
Modified	Released March 02, 2021