



Service Bulletin

Bulletin No.: 21-NA-137



Date: June, 2021

INFORMATION

Subject: Information on Headlamp Beam Shadow Appearance and/or Driver Side to Passenger Side Beam Appears Unlevel

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT4	2020	2021	—	—	All	All

Involved Region or Country	North America, Europe, Middle East, Cadillac Korea (South Korea), China
Condition	Some customers may comment on seeing a headlamp beam shadow appearance and/or the driver side beam may appear lower than the passenger side beam.

<p>Cause</p>	 <p style="text-align: right;">5844384</p>  <p style="text-align: right;">5844385</p> <p>The cause of the condition may be that the shadow is the result of a design notch, which is NOT a defect, but a design intent to reduce distraction of oncoming traffic.</p>
<p>Correction</p>	<p>Note: If the customer concern appears the same as shown in the graphic examples above, this condition does NOT require adjustment or replacement of the lamp.</p> <p>Please communicate to the customer that the headlamp system is functioning as designed and this is a normal condition of their vehicle. Please share this information with the customer, including a copy of this bulletin.</p>

Parts Information

No parts are required for this repair.

<p>Version</p>	<p>1</p>
<p>Modified</p>	<p>Released June 14, 2021</p>

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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