



Service Bulletin

PRELIMINARY INFORMATION

Subject: Popping Noise From Front of Vehicle When Traveling Over Bumps

Models: 2013-2015 Cadillac ATS
2014-2015 Cadillac CTS (VIN A)

Attention: This PI also applies to any of the above models that may be Export vehicles.

Condition/Concern

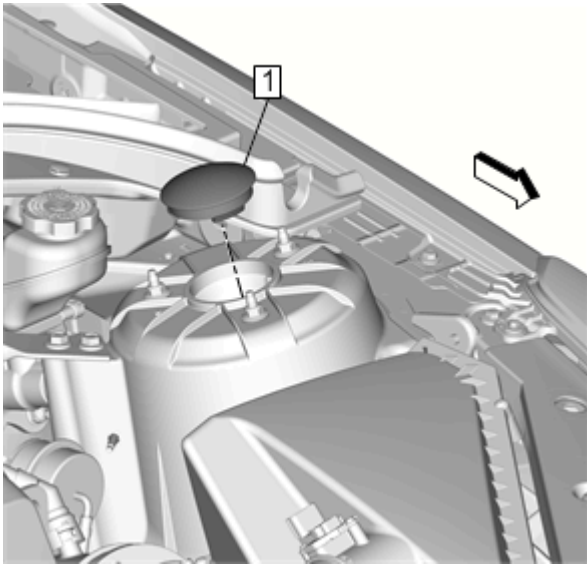
Some customers may comment on a popping noise when traveling over bumps.



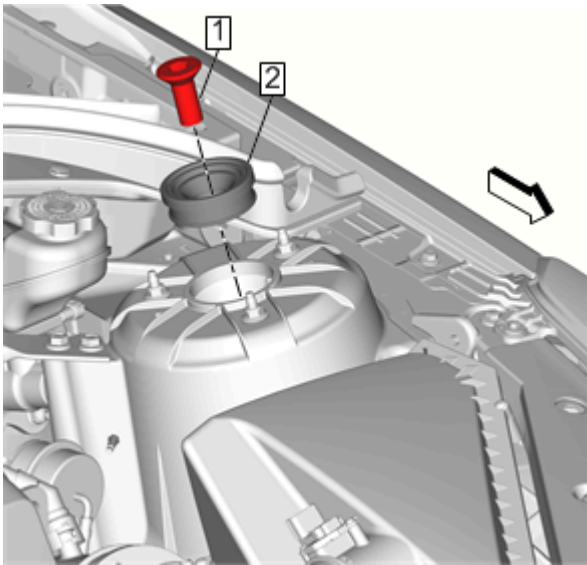
This may be caused by the front strut mount being torn due to high underbody/underhood temps in addition to traveling over speed bumps.

Recommendation/Instructions

If you encounter a vehicle with the above concern, follow the procedure below:



1. Remove and discard both the front suspension strut upper mounting caps (1).
2. Inspect both front strut top mounts from inside cavity for tears.
If damage has occurred to the front strut mount, replace the both strut mounts. Refer to Strut, Strut Component, or Spring Replacement in SI.



Note: The following parts (1) and (2) will not be present in vehicles that exhibit this condition. The following parts are the permanent corrective action to prevent the front strut mount from tearing.

3. In addition to replacing the strut mounts, install both the front suspension strut mount upper rebound cups (2).
4. Install both the front suspension strut mount rebound stops (1) and tighten to 25 Y (18 lb ft).

Important: Tighten with the vehicle resting on the ground and ensure rebound stop is fully seated against the strut rod nut.

Parts Information

Qty	Part Number	Description
2	23290597	MOUNT ASM-FRT STRUT
2	23357885	CUP-FRT SUSP MT UPR
2	23321381	STOP-FRT SUSP STRUT BPR

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable

Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
8080178*	Front Suspension Upper Mounts Replacement and Installation of Cups and Stops	2.2 hrs
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		

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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