



# Service Bulletin

Bulletin No.: 21-NA-109

Date: May, 2021

## INFORMATION

**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 (LV1, LV3), 5.3L (L82, L83, L84) or 6.2L (L86, L87, LT1 or LT1 w/ o Z52 (Corvette only), LT4)	—
	Escalade Models	2015	2020				
	Escalade Models	2021	2021				
Chevrolet	Camaro	2016	2021				
	Corvette	2016	2019				
	Express	2018	2021				
	Silverado	2014	2018				
	Silverado LD	2019	2019				
	Silverado 1500 (New Model)	2019	2019				
	Silverado 1500	2020	2021				
	Suburban	2015	2020				
	Suburban	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				

<b>Involved Region or Country</b>	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
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<b>Condition</b>	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.
<b>Cause</b>	This may be caused by the engine being overfilled with oil.
<b>Information</b>	<p>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.</p> <p>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.</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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).</li> <li>• If the engine oil level was overfull as a result of contamination, determine the source of the contamination and repair as needed.</li> </ul>

<b>Version</b>	1
<b>Modified</b>	Released May 03, 2021

