You may have tried to divide both sides of the inequality by 4 while ignoring the -4 term. This would result in the incorrect inequality $|m-5|-4<5$. Instead, you should add 4 to both sides as your first step, and then divide by 4. This will give you $|m-5|<6$. Rewrite this without absolute value and solve the compound inequality. The correct answer is $-1<m<11$.