



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Normal Characteristic - Faint Clicking Noise Heard In Dash Intermittently

**Models:** 2013 Cadillac ATS

### Condition/Concern

A faint clicking or ticking noise may be heard in the vehicle when the HVAC is on, the blower is running at lower speeds, the radio is off or volume turned down very low, and the windows are closed. This noise may be intermittent and difficult to verify.

This noise may be coming from the temperature actuator(s) moving during normal temperature control operations as the system works to maintain the customer's desired temperature setting.

### Recommendation/Instructions

**Important:** Do NOT replace parts for this concern. The automatic HVAC system is working as designed to maintain cabin temperature to the customer's setting.

While the system is operating as designed, and the noise is only heard under certain environmental conditions along with having the HVAC on, the blower running at slower speeds, the radio off or volume turned down very low, and the windows closed.

Engineering is currently evaluating to determine if opportunity exists to reduce this level of noise.

### Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is currently evaluating this concern. This PI will be updated with additional details as they become available.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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