



Service Bulletin

File in Section: -

Bulletin No.: PIC5727

Date: September, 2012

PRELIMINARY INFORMATION

Subject: Squeak Noise Heard When Turning Steering Wheel

Models: 2013 Cadillac ATS
Built Prior to VIN 1G6DL1E33D0115038

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

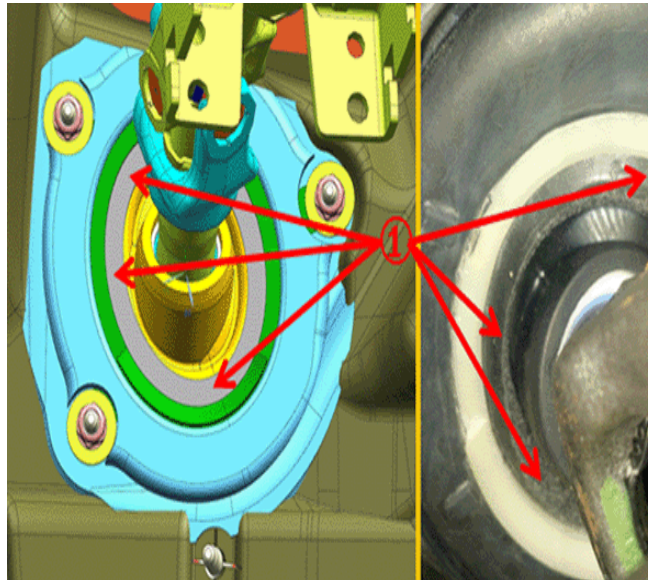
Condition/Concern:

A squeak noise may be heard in the left dash area when turning the steering wheel and only when the column is raked to the full down position. This noise is dependent on the column's rake position and for this reason could be perceived as intermittent if the column is not fully down when attempting to duplicate the noise. The squeak is caused by the exposed Mylar adhesive backing from the acoustic foam seal contacting the intermediate shaft (I-shaft) as the shaft rotates with the steering wheel.

Recommendation/Instructions:

Remove the acoustic foam from around the I-shaft using the following procedure:

1. Remove the left Instrument Panel Lower Trim Panel Insulator.



2. Pull out the acoustic foam (1) shown above and discard.
3. Reinstall the close out panel.

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Warranty Information:

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
E9569	Repair to Correct Squeak Noise When Turning Steering Wheel	0.3 hr

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.