



Service Bulletin

File in Section: -

Bulletin No.: PIC5736A

Date: September, 2012

PRELIMINARY INFORMATION

Subject: Inner Door Trim Panel Squeak Noise

Models: 2013 Cadillac ATS

This PI was superseded to update recommended field and warranty information. Please discard PIC5736.

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

Condition/Concern:

The interior door trim panel may exhibit a squeak or creak noise when pressing down on the top of the door trim panel (such as might occur when resting one's arm on the door trim). The noise is caused by non-coated door clips.

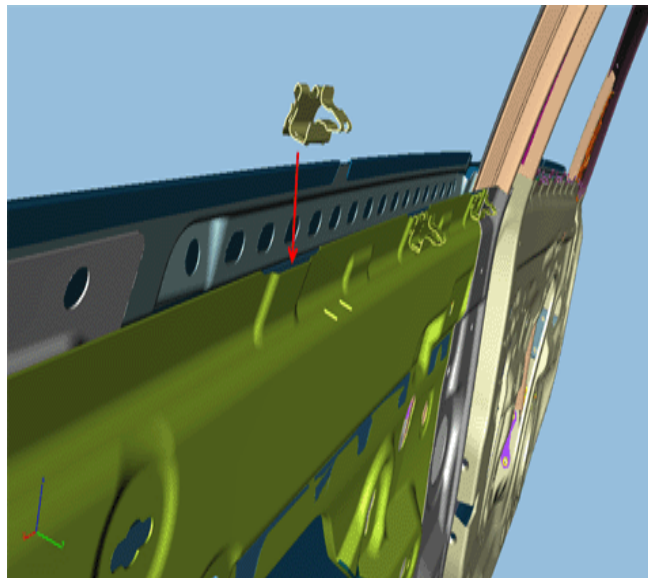
Recommendation/Instructions:

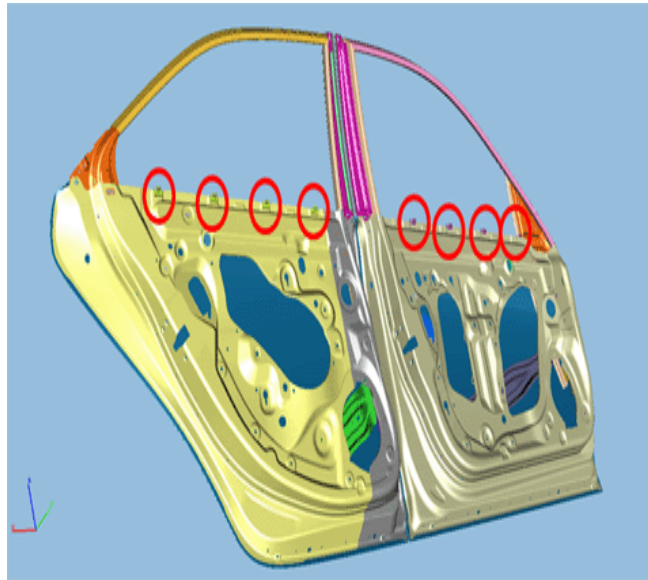
Perform the following to identify which doors need repair:

1. Test each door by opening the door then pressing downward on the door trim panel at the top of the trim panel while listening for a squeak or creak type noise.
2. Record the doors that exhibit the noise then order the appropriate quantity of replacement coated door clips (4 per door).

Repair Procedure:

1. Remove the interior door trim panel by referencing the appropriate Side Door Trim Replacement procedure in SI.





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Note: There may be felt on the door and/or window inner sealing strip. The felt can be left in place for both locations.

2. Replace the clips (4 per door) with the dull finish clips provided through WPC.
3. Reinstall the interior door trim panel by referencing the appropriate Side Door Trim Replacement procedure in SI.

Parts Information:

Small quantities of door clips are available through the WPC. The WPC part number is WPC650 Door Trim Panel Clips.

You need to order 4 clips for each door that exhibited the noise described above, for a maximum of 16 clips per vehicle. Please write the quantity needed to repair the vehicle below the WPC part number line on the form below when submitting the WPC Request Form to the WPC.

Warranty Information:

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
C0122	Front Side Door Window Inner Sealing Strip Replacement	Use Published Labor Operation Time
C0322	Rear Side Door Window Inner Sealing Strip Replacement	Use Published Labor Operation Time

Use the attached form to request parts from the WPC:

For complete form, do not enlarge (zoom in) before printing from SI.

WPC Parts Request Form

To: Warranty Parts Center
"E-Mail" warrantypartscenterusa@gm.com
or WPC Fax #: 248-371-0192

Attn: Jeanette Dunn

Part Being Requested:

(1)WPC #

(2)WPC #

(3)WPC #

(4)WPC #

(5)WPC #

(6)WPC #

Dealer BAC (U.S.) / Dealer Code (Canada):

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

If you do not receive the part within 2 business days after emailing or faxing your part request to the Warranty Parts Center, please call Customer Assistance at 248-371-9901/9902