



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory Vehicles Only
Rear Side Door Reveal Molding Contact
Expires February 28, 2014

MODELS: 2012-2013 Cadillac Escalade ESV, Escalade EXT

This service update involves vehicles in dealer inventory only and will expire February 28, 2014.

PURPOSE

This bulletin provides a service procedure to install a rubber and a foam spacer to the backside of both rear side door window reveal moldings on **certain** 2012-2013 Cadillac Escalade ESV and Escalade EXT vehicles. On some of these vehicles, there may be inadequate clearance between the rear side door and the molding. During molding installation, paint damage may have occurred. In addition, when the molding is exposed to elevated temperatures, it could expand and cause paint damage.

This service procedure should be completed on involved vehicles currently in dealership inventory as soon as possible but no later than February 28, 2014, at which time this bulletin will expire.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin

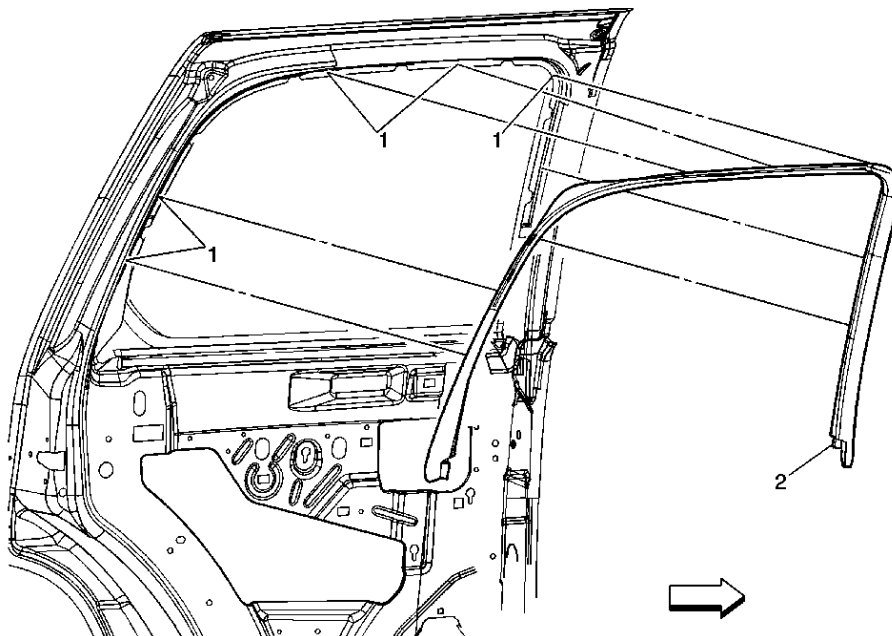
PART INFORMATION

Parts required for this service update are to be obtained from the three sources below. **Do NOT order parts from GMCC&A.**

- Rubber spacers, part number WPC695, are to be obtained from the Warranty Parts Center (WPC). A copy of a request form can be found at the back of this bulletin. Send the completed form to the WPC via email or fax. Export locations should obtain rubber spacers from their local GM Aftersales Department.
- Sponge Rubber Weatherstrip, part number P46490, is currently available from Kent Industries (1-888-YES-KENT).
- Automotive Adhesion Promoter, part number 06396, is currently available from www.3M.com/automotive

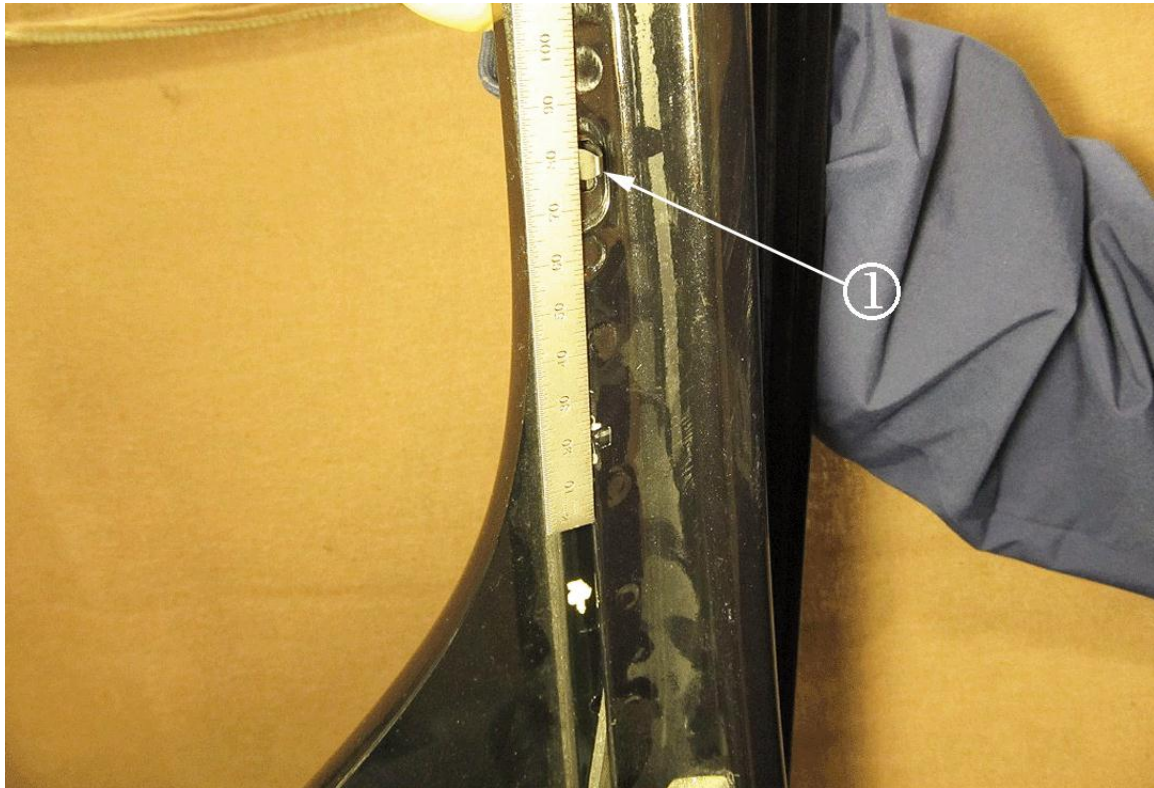
Part Number	Description	Quantity/Vehicle
WPC695	Rubber Spacer (2 spacers per sheet / Enough to repair 2 doors)	1
P46490	*Kent Industries 3/8" x 5/16" Sponge Rubber Weatherstrip	As Required
06396	*3M Automotive Adhesion Promoter	

* We believe this source and their products to be reliable. There may be additional manufacturers of such products/materials. General Motors does not endorse, indicate any preference for, or assume any responsibility for the products or material from this firm or for any such items that may be available from other sources.

SERVICE PROCEDURE

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1. Carefully release the rear door opening garnish molding and carefully release lower ends from behind door trim panel.



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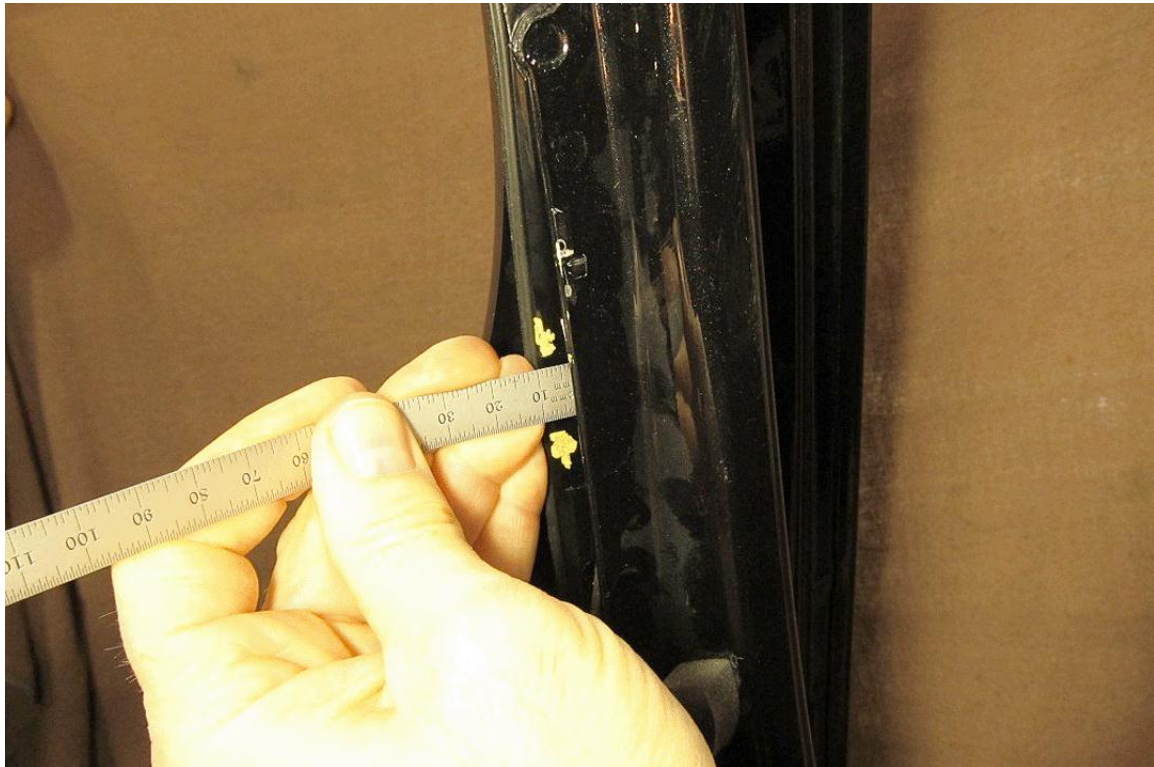
Note: The window reveal molding has a recessed flat area in the approximate location to mount the spacer.

2. Locate the lowest clip (1) on the rear edge of the window reveal molding. Measure 75mm (3 in) below the clip and mark the location on the molding. Measure 25mm (1 in) down from the first mark and mark the lower point.



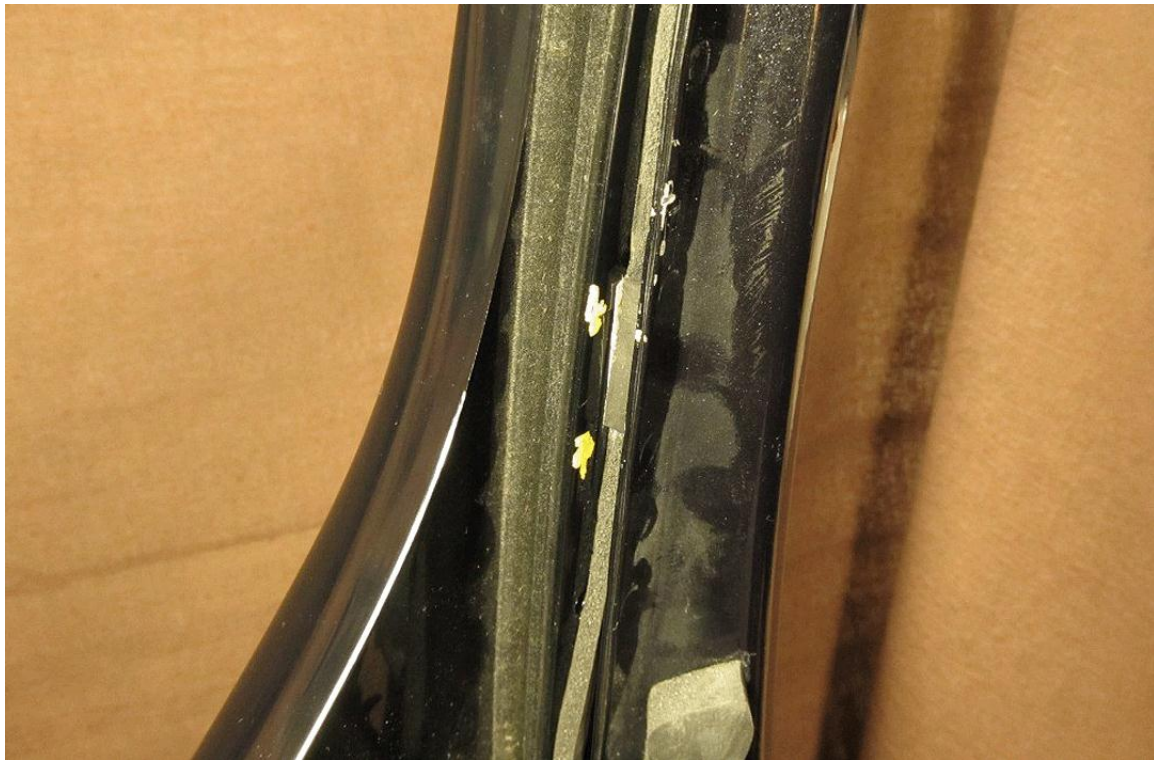
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3. Using a trim stick, carefully pry the window reveal molding outward to increase clearance to the affected area.
4. Clean the surface of the reveal molding where the spacer will be placed using a general purpose adhesive cleaner to ensure that the surface is free of contaminants that may affect adhesion.
5. Wipe the repair area where the spacer will be placed with *3M Automotive Adhesion Promoter, 3M P/N 06396.
6. While providing additional clearance with the trim stick, install one supplied spacer (2) (P/N WPC695), onto the reveal molding in the marked area.



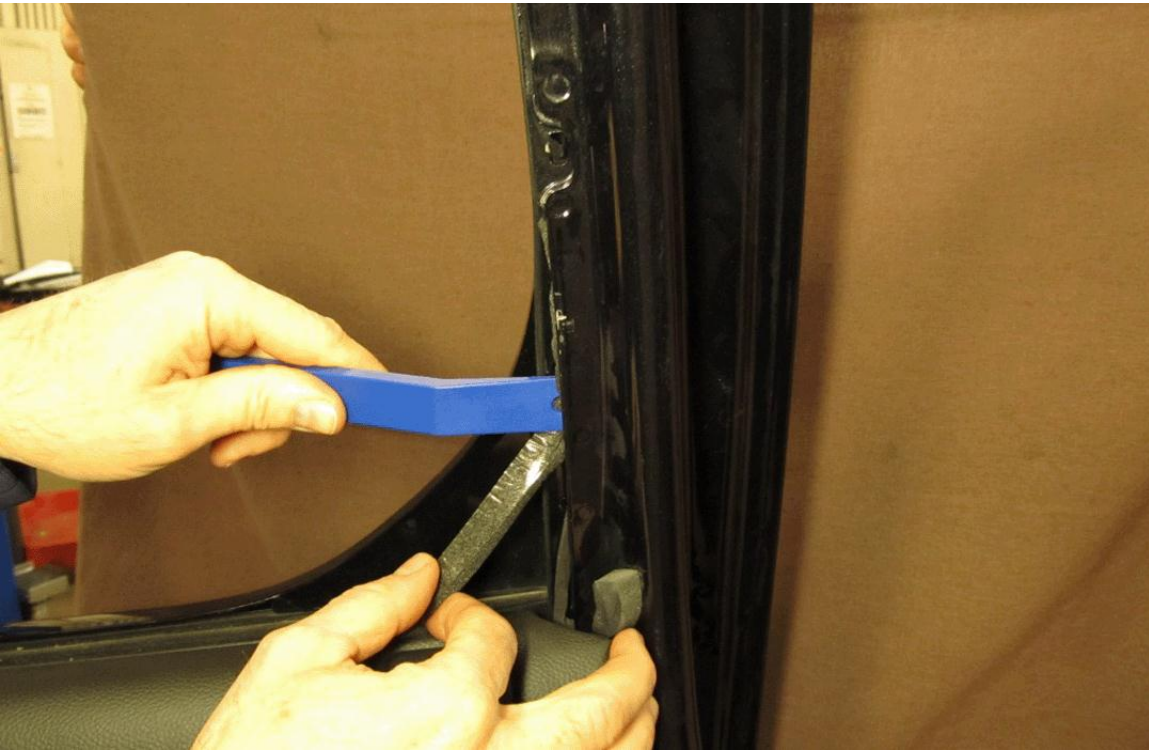
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7. Position the spacer to be recessed approximately 2-3 mm (0.078-0.118 in) from the edge of the sheet metal.



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8. Remove the trim stick and apply pressure to the reveal molding adjacent to the spacer to ensure proper wet out.



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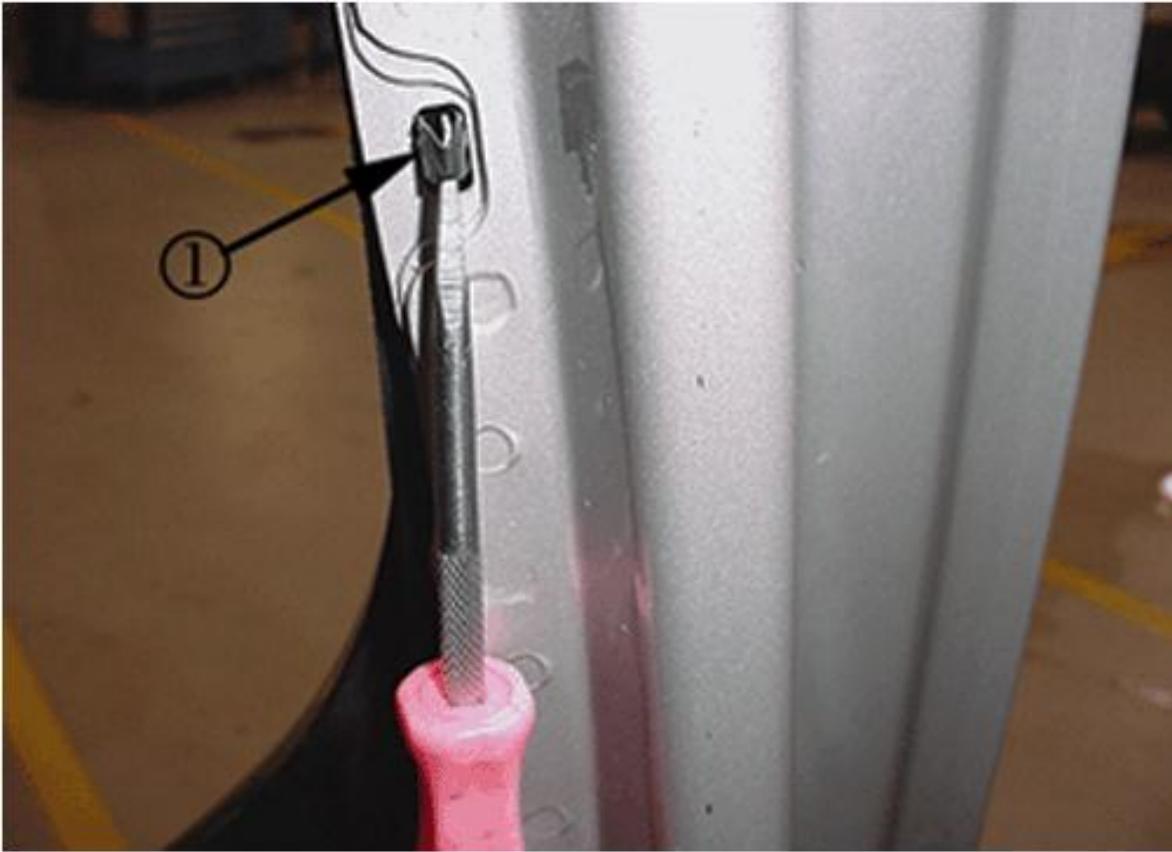
Note: The added weatherstrip is a wind / road noise measure.

9. Cut a section of 3/8" x 5/16" closed cell self-adhesive Kent Industries material P/N P46490, or the equivalent, to 210mm (8.26 in) length, and then remove the adhesive backing.
10. Using a trim stick, insert the weatherstrip just below the reveal molding clip, then around the spacer, and down toward the end of the molding below the beltline.



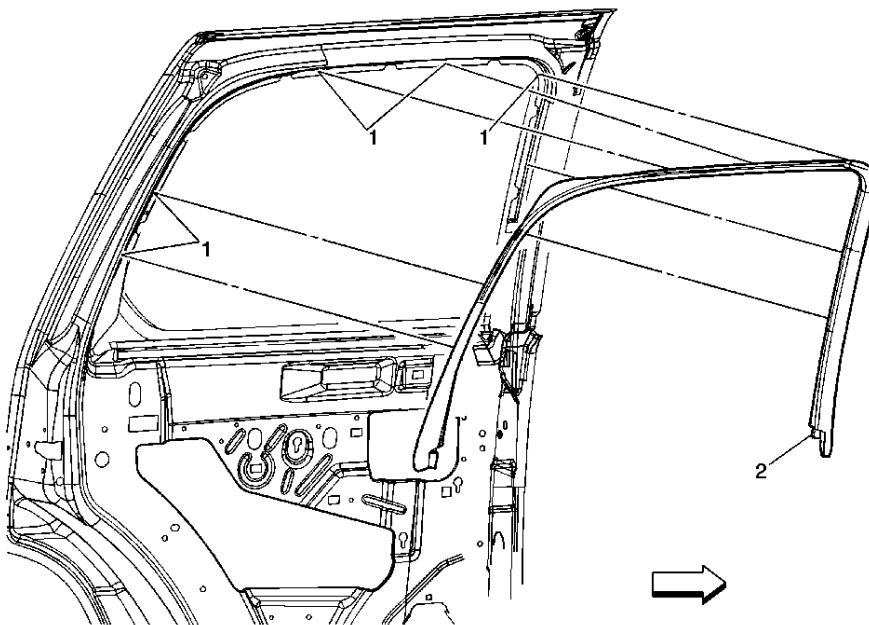
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11. Inspect positioning of the weatherstrip to ensure it will not interfere with the fit of the garnish molding.



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12. Inspect to ensure the lowest rear clip, just above the added spacer is fully engaged. Use a small screwdriver or hook if necessary (1).



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13. Carefully insert the lower ends of the rear door opening garnish molding behind the door trim panel. Line up the retaining points and carefully work the garnish molding into position and secure in place.
14. Repeat procedure on the opposite rear side door.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time	Net Item
V2759	Add Spacer to Both Rear Side Door Window Reveal Moldings	0.7	*

- * The amount identified in "Net Item" should represent the actual sum total of the weatherstrip and adhesive promoter needed to perform the required repairs, not to exceed \$4.50 USD/CAD. The rubber spacers are being supplied at no-charge.

DEALER PROGRAM RESPONSIBILITY

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than February 28, 2014.



IMPORTANT NOTE WHEN PRINTING THIS FORM: If the form prints out on two pages, make certain you fax both pages so the WPC receives the needed information. Missing information will delay or prevent the part from being shipped.

Part Request Form — Warranty Parts Center

Use this form ONLY for U.S. & Canada Dealers. Export markets & Mexico Dealers must contact their regional Technical Assistance Center for assistance.

To: Warranty Parts Center
Email: warrantypartscenterusa@gm.com
or WPC Fax: 248-371-0192
Attn: Jeanette Dunn

Part Being Requested: WPC695
Rubber Spacer (2 spacers per sheet / enough to repair 2 doors)

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

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

IMPORTANT: 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.

IMPORTANT NOTE WHEN PRINTING THIS FORM: If the form prints out on two pages, make certain you fax both pages so the WPC receives the needed information. Missing information will delay or prevent the part from being shipped.

GM CUSTOMER CARE AND AFTERSALES
DCS2899
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 1, 2013
Subject: 12286 - Service Update Bulletin - Inventory Vehicles Only
Rear Side Door Reveal Molding Contact
Models: 2012-2013 Cadillac Escalade ESV and Escalade EXT
To: All Cadillac Dealers
Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager, and
Warranty Administrator

General Motors is announcing Service Update Bulletin 12286 today. The total number of U.S. vehicles involved is approximately 1,700. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated February 2, 2013. A list of involved vehicles is attached to this message.

Service Update Bulletin (SUB) Information Link

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE