



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Possible Windshield Water Leak  
Expires with Base Warranty

**MODELS:** 2013 Cadillac ATS

**This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.**

### PURPOSE

This bulletin provides a service procedure to inspect and, if necessary, repair a possible windshield water leak on certain 2013 model year Cadillac ATS vehicles. These vehicles may have been produced with a urethane seal at the upper right corner of the windshield that is out of position and may fall into a locating slot on the body side. A vehicle produced with this condition may leak water during a car wash or heavy rain. The water may wet the headliner leading to staining or odor.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### 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.

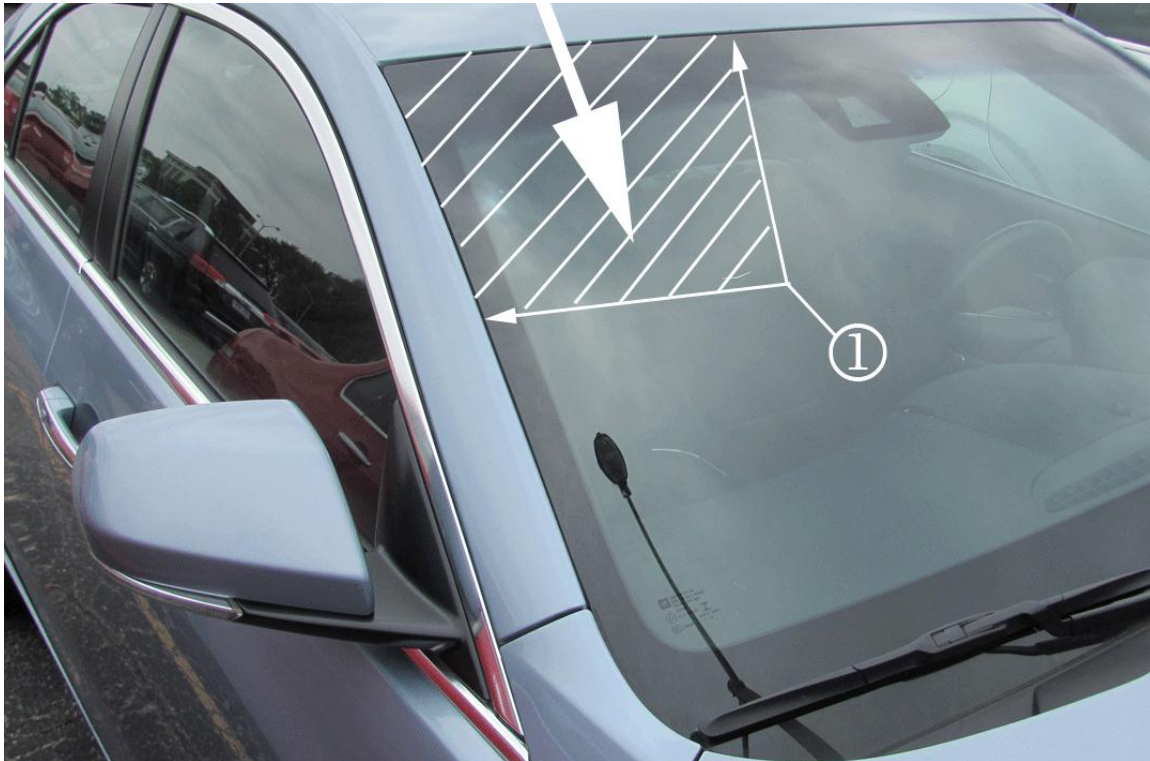
Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

**PART INFORMATION**

Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

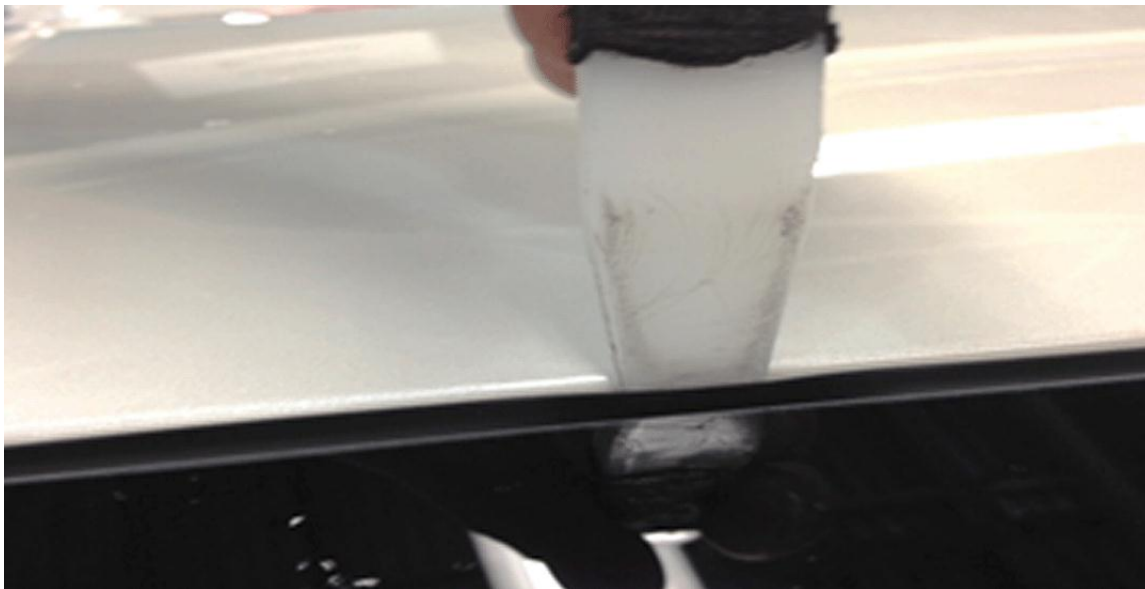
<b>Part Number</b>	<b>Description</b>	<b>Quantity/Vehicle</b>
23109273	Windshield	If Req'd
23109275	Windshield	If Req'd
23109276	Windshield	If Req'd
23109277	Windshield	If Req'd
23109278	Windshield	If Req'd
*	Windshield Garnish Molding	If Req'd
*	Tether Clip Windshield Garnish Molding	If Req'd
*	Radio Windshield Side Garnish Molding Speaker	If Req'd
Obtain Locally	Urethane Adhesive Kit (must meet GM specification GMW-15672)	If Req'd

\* Refer to the GM Electronic Parts Catalog (EPC) to obtain part number.

SERVICE PROCEDURE

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1. Perform a windshield water leak test on the passenger side of the windshield in the A-pillar area of the windshield using a water hose without the nozzle attached. Refer to photograph to view where to apply water (1).



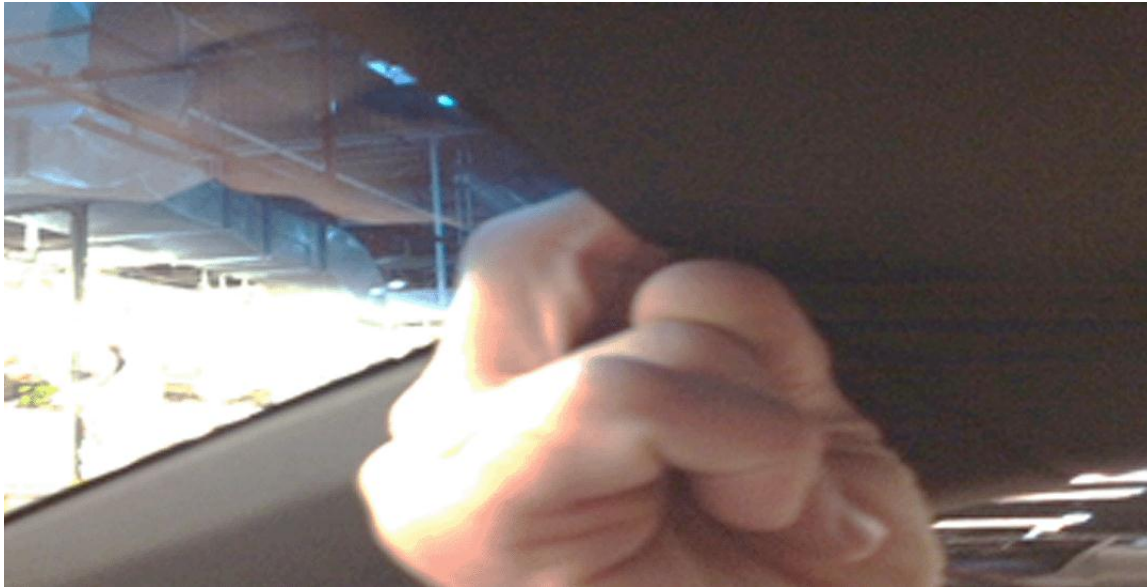
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**Note:** Two technicians are required to perform steps 1.1-1.3. One technician is required to perform step 1.3 while the other technician performs steps 1.1 and 1.2. Monitor for leaks and stop flow of water if a leak is found.

- 1.1 Using a trim stick start at the passenger side top corner of the windshield lace and gently run under the lace with the trim stick to separate it from windshield.

**Note:** Flow water into the access opening created by the trim stick in the test area of the windshield for 1-2 minutes.

1.2 Flow water into the access opening created by the trim stick until it flows over windshield.



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1.3 Using your fingers, inspect the inside the edge of headliner near top of A-pillar trim for moisture to determine if a water leak is present.

- If a water leak is NOT present, no further action is required.
- If a water leak is present, proceed to step 2.

**Caution:** If the windshield garnish molding is removed or replaced, the tether clip at the upper portion of the windshield garnish molding MUST be replaced.

2. Remove the windshield garnish molding and inspect for water intrusion. Refer to *Windshield Garnish Molding Replacement* in SI.

- If the cloth of the windshield garnish molding is wet, replace the windshield garnish molding.
- If the cloth of the windshield garnish molding is NOT wet and the molding is NOT damaged, re-install the windshield garnish molding.
- If the speaker is wet, replace the speaker. Refer to *Radio Windshield Side Garnish Molding Speaker Replacement* in SI.

3. Replace the windshield. Refer to *Windshield Replacement* in SI.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9100061	Water Test Windshield – No Further Action Req'd	0.4	N/A
9100062	Water Test Windshield & Replace Windshield	2.2*	**
	Add: Reinstall Front View Camera	0.4	
	Add: Reinstall Inside Air Moisture and Windshield Temperature Sensor	0.3	
	Add: Replace Radio Windshield Side Garnish Molding Speaker	0.3	

\* Includes windshield water test and windshield garnish molding removal and installation.

\*\* The amount identified in "Net Item" should represent the actual sum total of the cost of the urethane adhesive needed to perform the required repairs, not to exceed \$60.00 USD, \$85.00 CAD.

**DEALER PROGRAM RESPONSIBILITY**

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES  
DCS2982  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 13, 2013

Subject: 13185 – Service Update Bulletin  
Possible Windshield Water Leak

Models: 2013 Cadillac ATS

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 13185 today. A total of  
180 U.S. vehicles are involved. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Investigate Vehicle History screen in GWM will be updated June 14, 2013.  
A list of involved vehicles is also 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

GM CUSTOMER CARE AND AFTERSALES