



Service Bulletin

File in Section: -

Bulletin No.: PIC5267B

Date: January, 2013

PRELIMINARY INFORMATION

Subject: Various Noises From Sunroof Area

Models: 2008 - 2013 Cadillac CTS
2010 - 2013 Cadillac CTS Wagon

This PI was superseded to update model years and warranty information. Please discard PIC5267A.

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

Condition/Concern

Area 1

A customer may comment about a rattle, tapping, or creaking from the rear area of the roof while driving. The cause may be intermittent contact between the body side panel and the sunroof reinforcement panel in the rear corner of the roof. (Does not include CTS Wagon)

Area 2

A customer may comment of a tick noise coming from the roof area while going over a rough road. The cause may be the energy absorbing safety plastic material that's on the back of the headliner contacting the roof metal.

Area 3

A customer may comment about a creak noise coming from the sunroof area. The cause may be the sunroof trim ring contacting the sunroof.

Area 4

A customer may comment of a rattle, tap, or creak noise coming from multiple areas of the sunroof area. The cause could be the sunroof frame mount areas, or the rear glass mounts.

Area 5

A customer may comment about an itch, or creak noise coming from the sunroof area.

Area 6

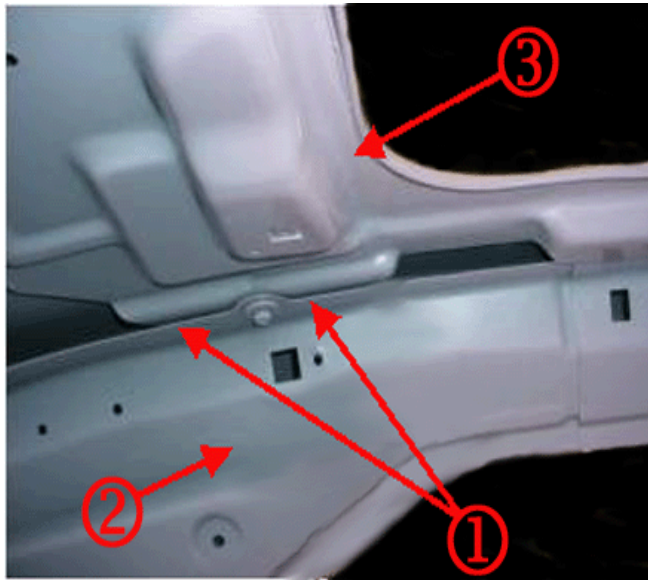
Another area of a tick or rattle noise coming from the roof could be the sunroof reinforcement metal contacting the roof sheet metal.

Recommendation/Instructions

Area 1

Lower the headliner in the corner where the noise is coming from to confirm the source. Applying pressure with your hand to the panels in this area can lessen or eliminate the noise. The cause may be intermittent contact (1) between the body side panel (2) and the sunroof reinforcement panel (3) in the rear corner of the roof.

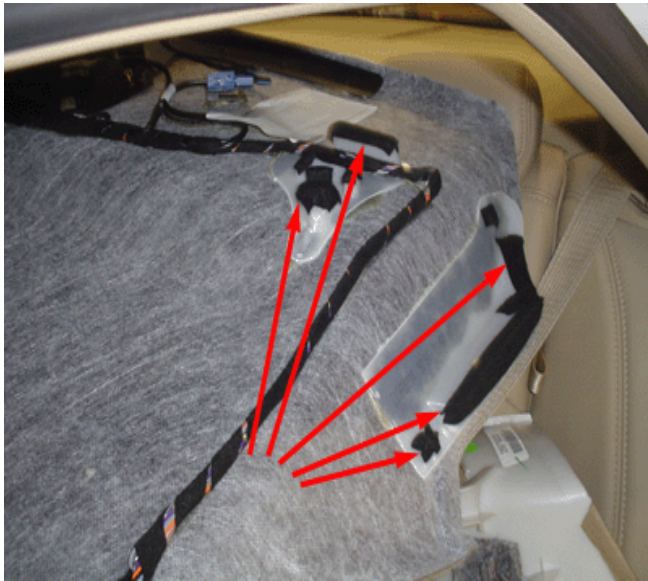
There is a structural adhesive between these panels. If noise is coming from this area use a screw driver or chisel to create a small amount of separation between the panels in the area of contact (1).



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Area 2

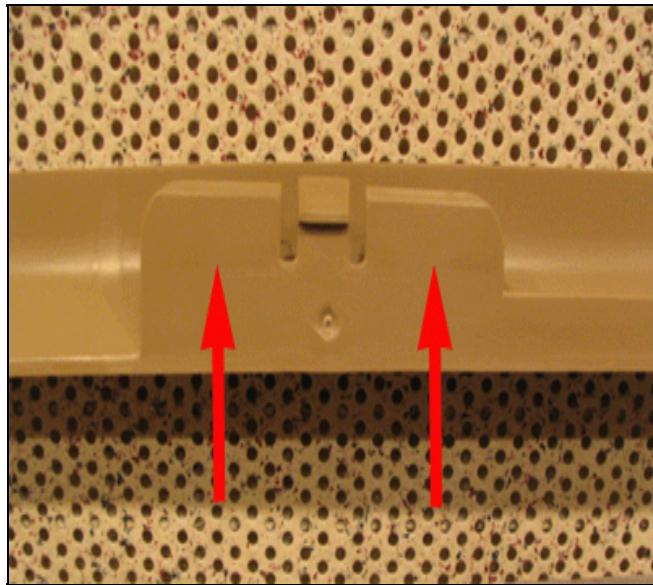
Add pieces of felt to the top of the safety plastic material to isolate it from the roof.



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Area 3

Pull the sunroof trim ring out of the vehicle and verify the noise is gone. If so add Mylar or Ultra high molecular weight tape (clear, robust tape) to the top surface of the attachments to isolate the trim ring from the sunroof metal.



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Area 4

To isolate the sunroof rear glass noise; remove the rear glass and drive the vehicle, if noise is gone then install mylar washers between the 4 mounts for the rear glass and torque to specs.

If the noise is not gone with the rear glass removed from the sunroof, then remove the sunroof assembly and test drive the vehicle, if the noise is gone then install mylar washers between the sunroof mounts and the roof and torque to specs.

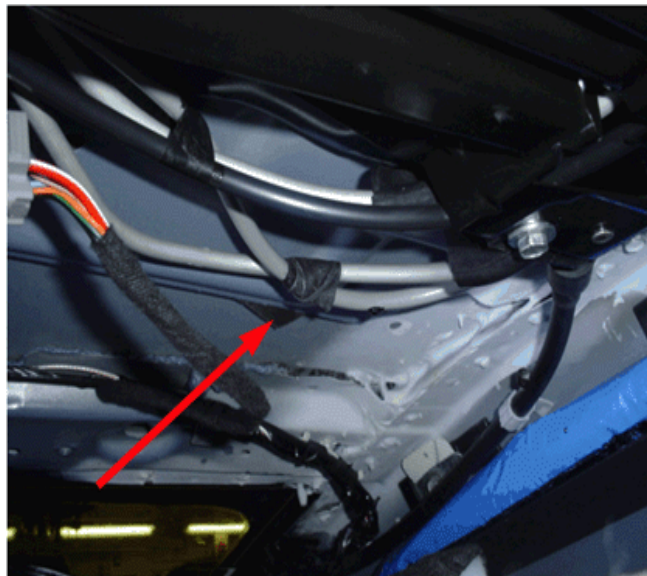
Area 5

To isolate the itch or creak noise, open the front sunroof glass. If the noise is gone try applying Krytox to the sunroof seal.

Area 6

To isolate the tick or rattle noise, place a piece of hard foam between the sunroof reinforcement metal and the roof sheet metal. Each foam piece should be approximately 4"x4" in size and about 5mm thick.

Note: Be careful not to distort the roof sheet metal when adding the piece of foam.



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Warranty Information

The correction for this concern may be one of several repairs described above. For vehicles repaired under warranty, please use the appropriate warranty labor operation based on the actual cause and repair.

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.