



# Service Bulletin

File in Section: -

Bulletin No.: PIE0256A

Date: July, 2013

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Active Grille Aero Shutter Malfunction

**Models:** 2013 Cadillac ATS with RPO XFE

**Attention:** Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL – refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information PIs.

This PI has been revised to update the Engineering Contact information. Please discard PIE0256.

### Condition

**Important:** If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment that the malfunction indicator lamp (MIL) is on.

When checking the vehicle for DTCs, P069E and P059F or P069E and U0284 are stored.

The MIL may illuminate if shutter movement is obstructed or if the drive louver (louver connected to actuator) has over-rotated past its stop.

### Cause

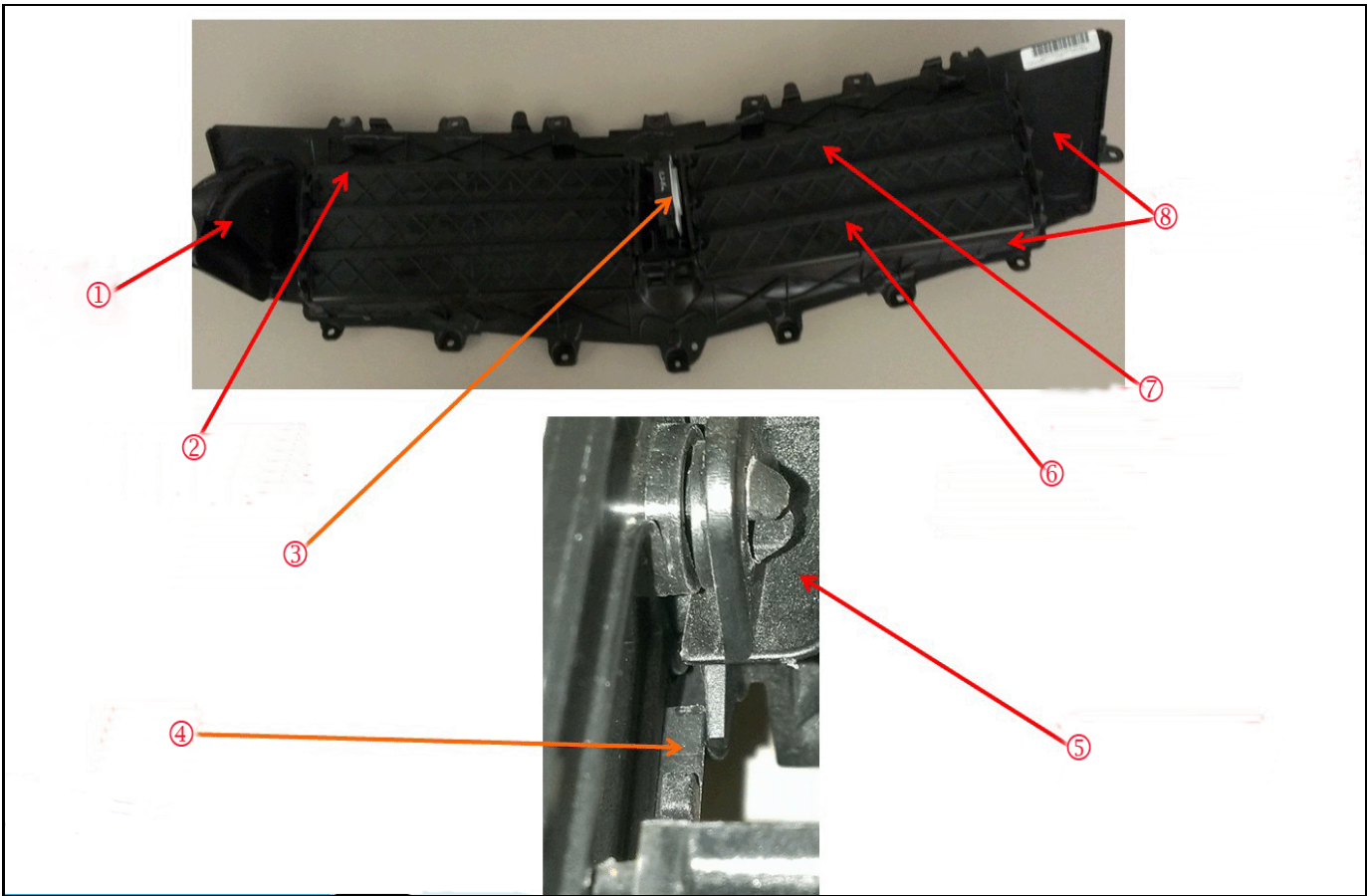
GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

**Important:** Prior to calling the engineer, DO NOT:

- Grab or attempt to move the shutter louvers.
- Disassemble the shutter assembly.
- Remove the actuator from the shutter assembly.

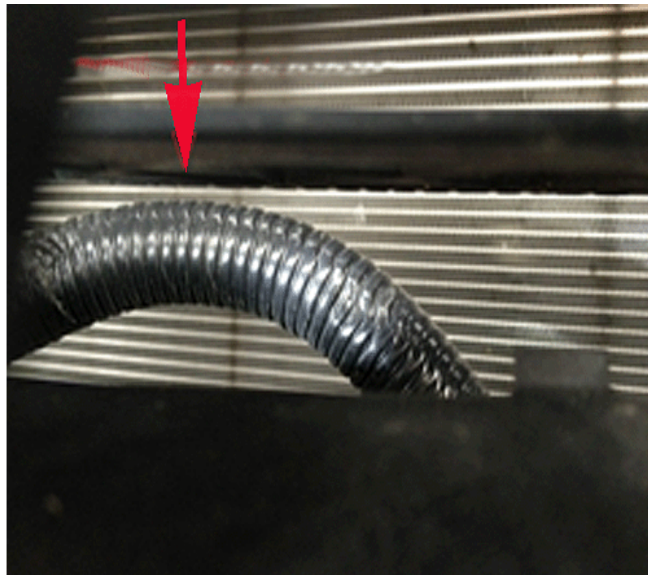
### Instructions

#### Background Information



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1. Duct
2. Upper Louver
3. Actuator
4. Stop
5. Drive Louver
6. Lower Louver
7. Drive louver
8. Shutter Frame

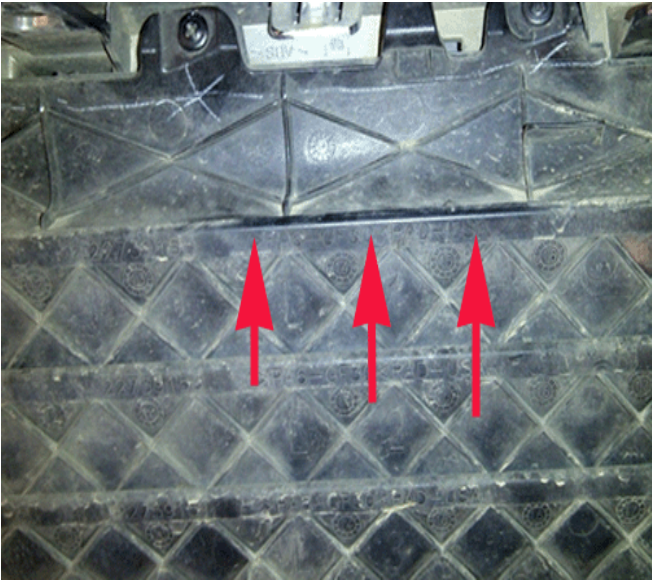


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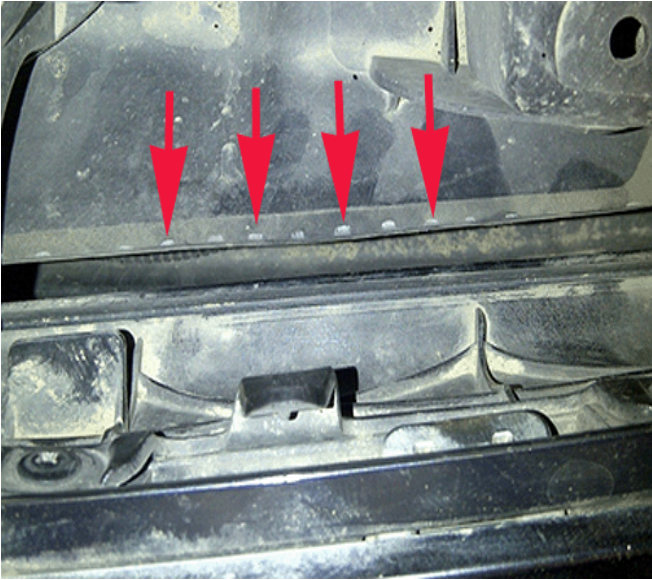
Prior to removing the fascia, check for wire harness interference. Document the contact condition if present.

Remove the front bumper fascia and contact one of the engineers listed below for further instructions. The engineer may request the following inspection procedure be performed.

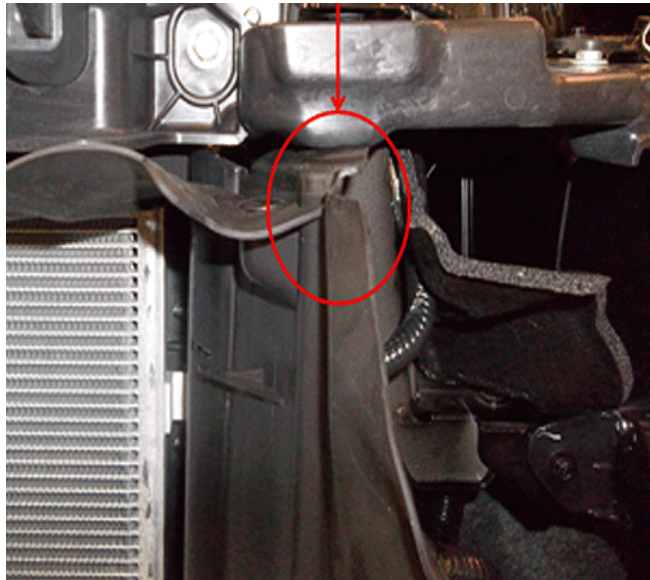
- 1. Check for debris blocking the movement of the louvers.



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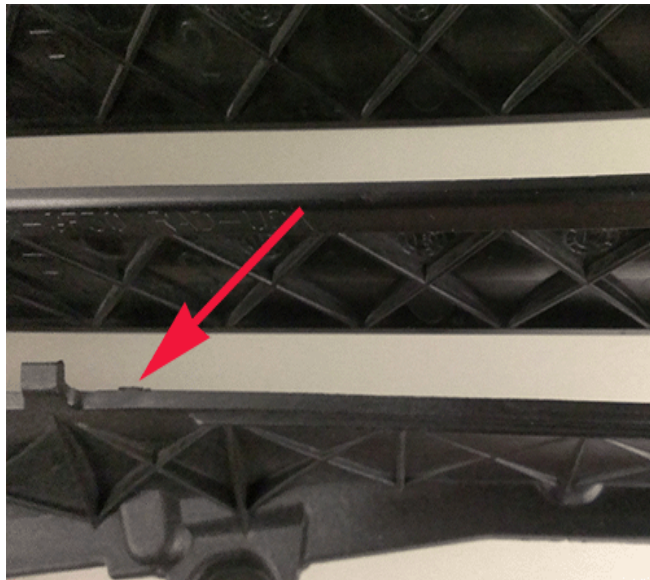


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2. Check for baffle interference. Look for rubbing marks on the baffle and edge of the louver.



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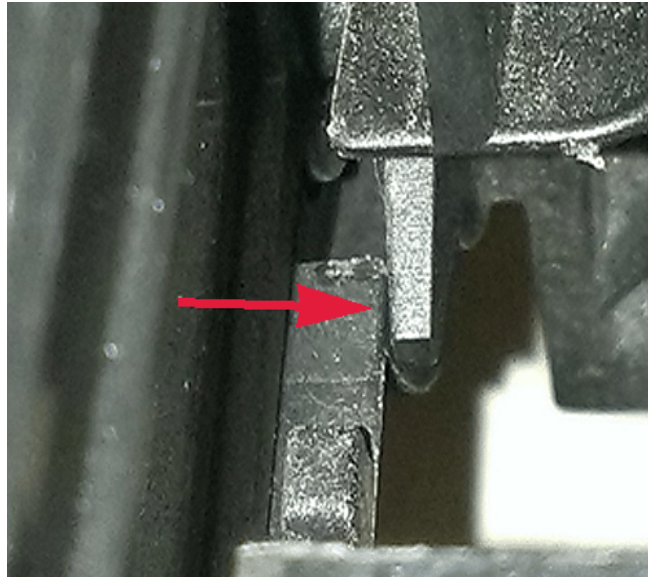
3. Check for flash at the bottom of the frame.





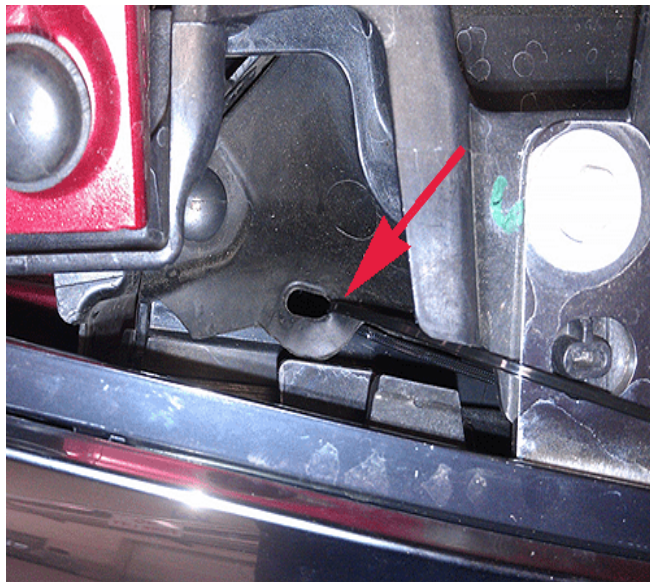
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4. Check to see if the louver is caught on the lower edge of the shutter frame. This is seen while the shutter is still attached to the fascia.



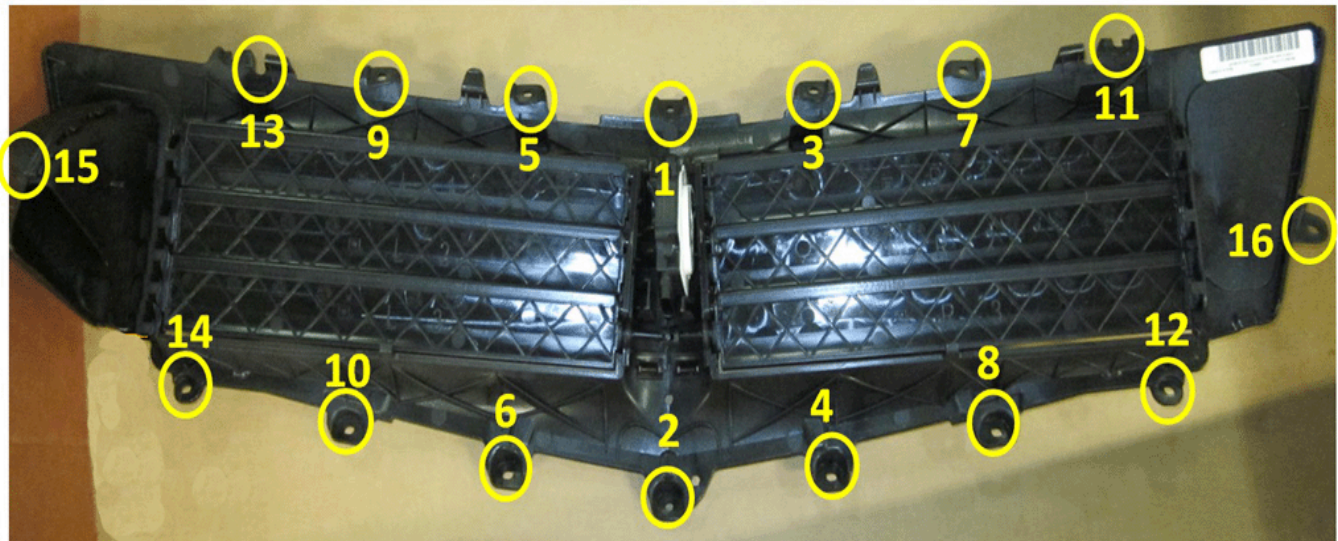
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5. Check to see if the drive louver is over-rotating past the stop.



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6. ONLY COMPLETE THIS STEP IF THE ENGINEER INSTRUCTS YOU TO DO SO. Attach a zip tie to hold the baffle away from the shutter.



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7. If none of above conditions are found, replace the entire shutter assembly. Use the attachment sequence shown. Refer to Aero Shutter Front Bumper Fascia Air Deflector Replacement in SI.

### Contact Information

Engineer Name	Phone Number
Tricia Price	(586) 404-6721

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

## Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
J7632*	Engineering Information – Active Grille Aero Shutter Malfunction DTC P069E, P059F, U0284	1.6 hrs
Add	Replace Shutter Assembly	0.3 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		