



Service Bulletin

File in Section: -

Bulletin No.: PIC5786A

Date: March, 2013

PRELIMINARY INFORMATION

Subject: Faint Clicking Noise Heard In Dash Intermittently

Models: 2013 Cadillac ATS Built Prior To 1/23/2013

This PI was superseded to update resolution. Please discard PIC5786.

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

Condition/Concern

A faint clicking or ticking noise may be heard in the vehicle when the HVAC is on, the blower is running at lower speeds, the radio is off or volume turned down very low, and the windows are closed. This noise may be intermittent and difficult to verify. This noise may be coming from the temperature actuator(s) moving during normal temperature control operations as the system works to maintain the customer's desired temperature setting.

Recommendation/Instructions

Engineering has developed a new calibration for the HVAC module to greatly reduce the noise. Please program the HVAC Module with the latest calibration available via TIS2WEB.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
D4707	HVAC System Control Module Reprogramming with SPS	Use Published Labor Operation Time

ADDITIONAL SI KEYWORDS:

actuator auto automatic buzz case click driver left mode passenger right tick

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.