



Service Bulletin

File in Section: -

Bulletin No.: PIC5799

Date: January, 2013

PRELIMINARY INFORMATION

Subject: Wind Rush or Excessive Road Noise While Driving

Models: 2013 Cadillac ATS

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

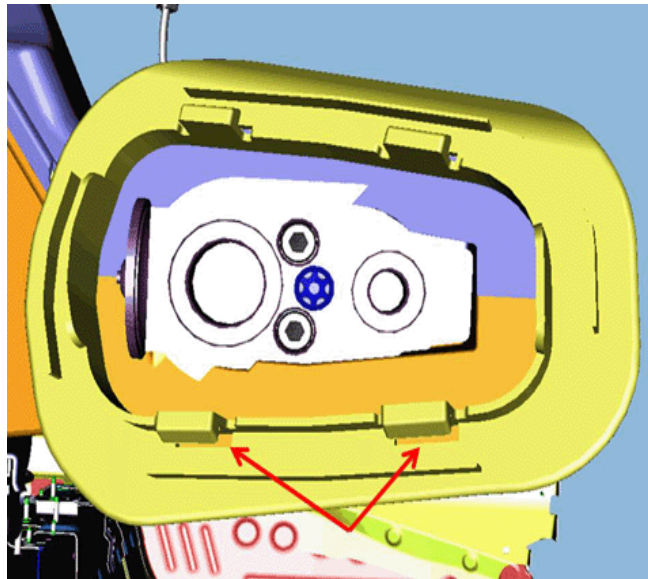
Condition/Concern

The vehicle may have an excessive wind rush noise or road noise while driving. This could be caused by a foam seal that has been mis-positioned during assembly or certain service repairs in the area of the AC refrigerant TXV (Thermal Expansion Valve) pass-through.

1. The foam seal should extend down enough to cover the lower rectangular holes by the tabs on the trim plate by the TXV. If the holes are exposed, road noise can enter the passenger compartment.
2. It is possible the foam seal for the HVAC case may be mis-positioned or rolled during assembly.

Recommendation/Instructions

1. Cover the lower holes in the trim plate from behind by reaching inside the bezel. Apply duct tape to cover the back side of those holes.
2. If covering the holes does not correct the condition, remove the HVAC case and inspect the foam seal. Reposition or replace as needed.



3241824

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
D9794*	Repair to Correct Noise Issue at Thermal Expansion Valve (TXV) Seal	0.2 hr
D2510	Air Conditioning (A/C) Evaporator Case Assembly Replacement	Use Published Labor Operation Time

* This is a unique labor operation for bulletin use only. This will not be published in the Labor Time Guide.

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.