Service Bulletin

PRELIMINARY INFORMATION

Subject: **Normal Characteristic - Soft Stop Plus New Door Glass Feature**
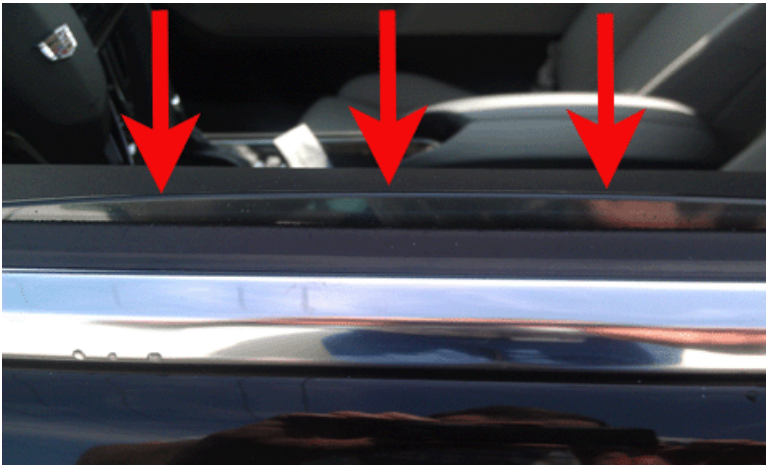
Models: **2015 Cadillac ATS Coupe**

To improve on door closing vibration and sound quality GM has implemented a new feature called "Soft Stop Plus". This feature allows more glass engagement to belt line seals on door closing.

The operation of the Soft Stop Plus is different than our previous door glass operation. Express down, and supervised down (Holding Switch) will both stop the glass above the belt line. The second express or supervised switch command will lower the glass below the belt line. Comfort Open (Using key fob to open all windows) will stop the glass above belt position.
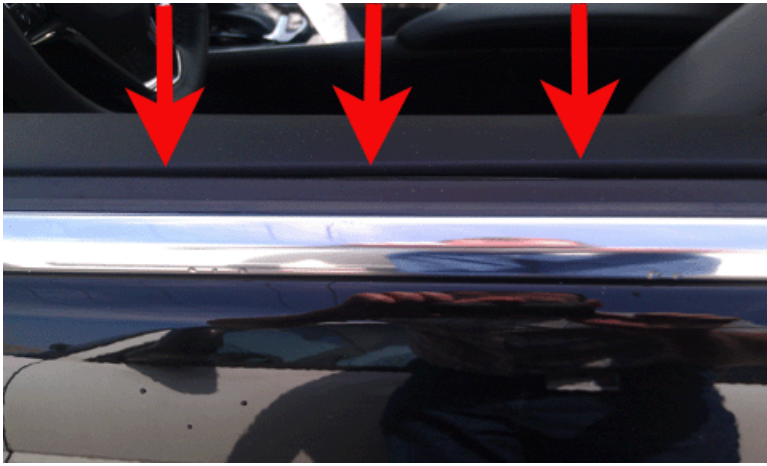
Note: The Glass will go to full down every 50 cycles of the switch to recalibrate. Further, the window has the same operation with door open or closed.

Important: Glass stopping above the belt line seals is normal do not replace regulators or adjust glass to remedy. There may be small differences left to right sides of the glass height above the belt line. Some variation of the height influenced by weather and temperature conditions is normal and should not be adjusted. Please reference pictures below

Door Glass Stopped In Soft Stop Plus Position After First Command Of Switch

Door Glass Stopped Below Belt Line After Second Command Of Switch

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

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