



Service Bulletin

PRELIMINARY INFORMATION

Subject: Wrinkled Carpet Appearance Next to Door Sill Plate

Models: 2014 Cadillac ELR

Condition/Concern

Some customers may comment that the carpet appears wrinkled next to the door sill plate.



This may be caused by the carpet insulation glued to the back of the carpet not drying smoothly, causing the carpet to appear wrinkled.

Recommendation/Instructions

Remove the wrinkles from the carpet following the steps below:

1. Remove the front side door sill garnish molding. Refer to Front Side Door Sill Garnish Molding Replacement in SI.



2. Fold back the carpet and remove the insulation from the underside of the carpet to expose the adhesive.

Caution: In the following procedure, a heat gun is used to warm the back area of the carpet. IF THE TECHNICIAN IS NOT EXPERIENCED IN USING A HEAT GUN FOR THIS TYPE OF PROCEDURE, DAMAGE MAY BE CAUSED TO THE VEHICLE. This procedure should only be performed by a technician experienced in the use of a heat gun.

3. Use a heat gun to lightly heat up the adhesive and pull out/stretch the wrinkled portion of the carpet. You must firmly hold the carpet in a stretched manner after removing heat while adhesive recures.
4. Install the carpet back in place and make sure there are no wrinkles.
5. Install the front side door sill garnish molding. Refer to Front Side Door Sill Garnish Molding in SI.
6. Repeat the steps for the other side if needed.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
1080128*	Remove Wrinkles from Front of Carpet (One Side)	0.5 hr
Add	Remove Wrinkles from Front of Carpet (Other Side)	0.4 hr

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.

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