



Service Bulletin

File in Section: -

Bulletin No.: PI0734A

Date: December, 2014

PRELIMINARY INFORMATION

Subject: Rear Door Glass Lowers without Window Switch Activation, Especially after Car Wash or Rain

Models: 2008-2012 Cadillac CTS Sedan (Including V-Series)
2010-2012 Cadillac CTS Sport Wagon (Including V-Series)
Built Prior to March 14, 2012

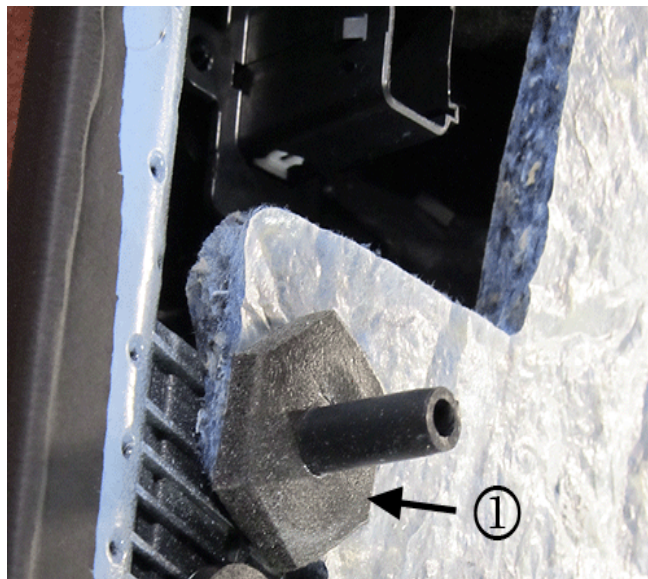
This PI has been revised to add an Important statement in the Recommendation/Instructions and to update the Labor Operation to the Global Labor Code (GLC). Please discard PI0734.

Condition/Concern

Some customers may comment that the left or right rear window may lower without window switch activation, especially after a car wash or rain.

The cause of this condition may be water intrusion behind the surface of the inner door panel, which allows excessive water to run onto the doc-n-lock connector. The water intrusion is commonly caused by missing or improperly seated door trim panel locating pin foam gaskets.

Recommendation/Instructions



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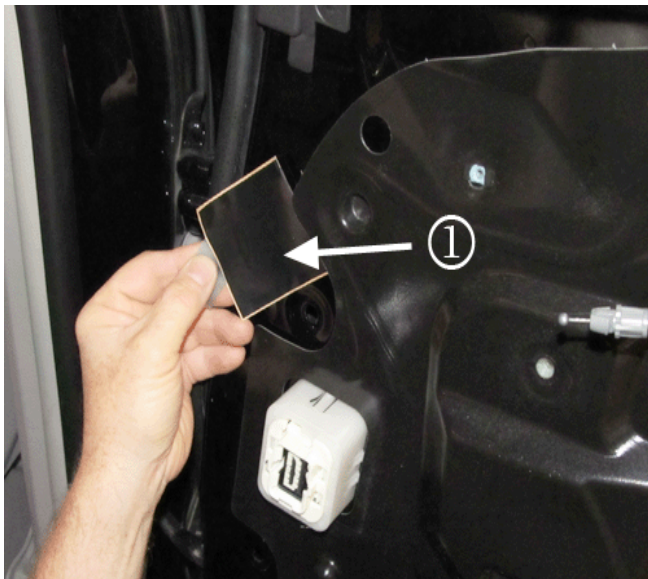
Note: During trim panel removal, the foam gaskets (1) on the locating pins of the door trim panel have a tendency to temporarily stick to the door sheet metal, then fall off. Make sure to retain these two foam gaskets and reinstall them as instructed in step 7 below.

1. Remove the rear door trim panel on the affected door. Refer to Rear Side Door Trim Panel Replacement (Sedan, Wagon) in SI.



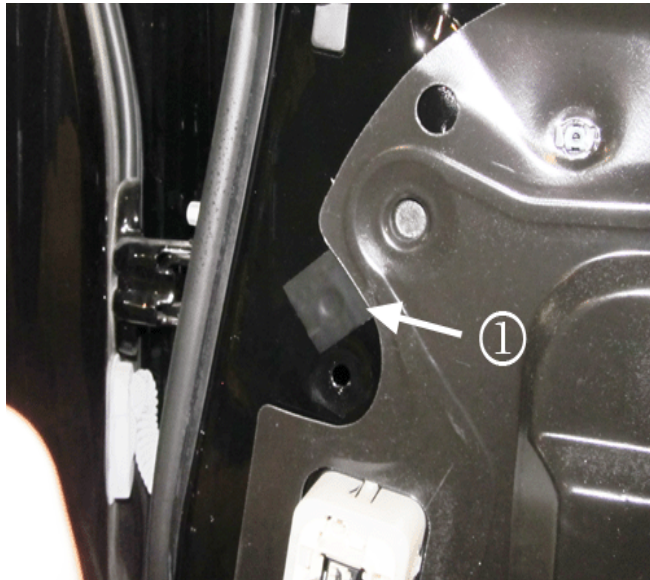
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2. Remove the push fastener (1), located above the inboard locator pin on the trim panel. This fastener is being eliminated and will not be used for reinstallation of the trim panel.



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3. Obtain a *Kent Automotive Posi-Seal Plus™ Pad P/N KT13080 (1), or equivalent electrical moisture sealant patch, and cut into an approximate 31.75 x 31.75 mm (1¼ x 1¼ in) square piece.

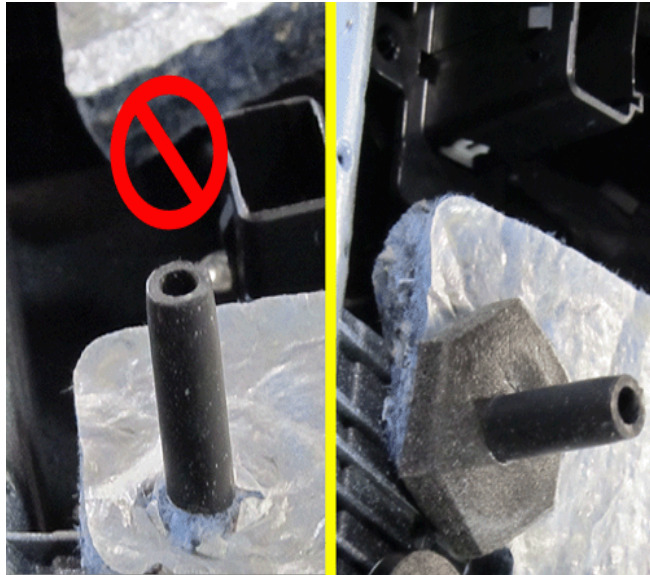


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4. Apply the patch to the door sheet metal, covering the engagement hole for the fastener that was removed.

Note: When inspecting the electrical connector, follow the normal diagnostics/repairs referenced in SI.

5. Inspect the doc-n-lock connector for water or corrosion. Dry out the connector and if corrosion is present, replace the affected terminals.
6. Apply dielectric lubricant to the connector terminals before reconnecting. Refer to the latest version of Corporate Bulletin Number 09-06-03-004 in SI for the proper procedure.



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Important: Prior to installing the trim panel, ensure the foam gaskets are in place on the trim panel locating pins, as shown on the right side of the graphic above.

7. Reinstall the rear door trim panel on the door. Refer to Rear Side Door Trim Panel Replacement (Sedan, Wagon) in SI.

* We believe this source and their products to be reliable. There may be additional manufacturers of such products/materials. General Motors does not endorse, indicate any preference for, or assume any responsibility for the products or material from this firm or for any such items that may be available from other sources.

Important: Please refer to the latest versions of PI0436 and Service Bulletin Number 11-04-21-005. These possible water leaks may cause water intrusion into the connector X260 that may also cause the rear glass to lower without any window switch activation.

Parts Information

Part Number	Description	Qty
KT13080	Kent Automotive Posi-Seal Plus™ (2½ x 2½ in Pads)	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
1080228*	R&R Rear Door Trim Panel, Install Sealing Patch	0.4 hr

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