



Service Bulletin

File in Section: -

Bulletin No.: PIC4650E

Date: March, 2014

PRELIMINARY INFORMATION

Subject: PQC Part Restriction - Sunroof Module Assembly

Models: 2004 - 2009 Cadillac SRX

This PI was superseded to change from a TAC restriction to a PQC restriction. Please discard PIC4650D.

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

Condition/Concern

As part of our ongoing quality improvement efforts the following part numbers are on PQC restriction 25843462, 25843463, 25843465, 25843466, 15913458, 15913459, 15913461, 15913462.

Your cooperation with this program is greatly appreciated.

The complete Ultraview roof panel assembly is listed in the Parts catalog for legitimate insurance claims only (roof panel must be damaged). The sunroof assembly is the complete roof of the vehicle, and would have to be removed from the vehicle's pillars to replace.

General Motors does not recommend removing the roof of the vehicle due to liability concerns unless it is absolutely necessary, i.e. vehicle has been in a rollover accident and the roof frame is cracked or broken.

Recommendation/Instructions

This PI was created to assist with improving customer satisfaction and reducing warranty waste with the SRX's Ultraview sunroof.

Please follow all applicable PI's and/or bulletins for the concern you may have prior to contacting the PQC.

Performance:

06-08-67-011G (Sunroof reverses during auto close operation, shudder/moan noise)

Noise:

PIC5019 (Popping noise from the sunroof)

PIC4359A (Pop noise from rear roof area)

07-08-58-002A (Wind noise across the front of the sunroof)

06-08-67-012B (Sunroof noise, install Mylar washers)

Damaged Fasteners:

09-08-67-008 (Creak or Pop noise, loose or damaged insert nut)

07-08-67-007 (HeliCoil Insert kit to fix damaged sunroof glass)

Parts Information

The complete Ultraview roof panel assembly is listed in the Parts catalog for legitimate insurance claims only (roof panel must be damaged). Replacement of the complete sunroof module is not recommended for warranty (Extended or aftermarket warranty) or non-legitimate insurance claims. All of the sunroof's components are available separately. If the SMC plastic frame (Roof) is not broken please order the correct parts to repair through GM SPO.

Requests for complete sunroof assemblies are reviewed by PQC. Requests for a complete Ultraview roof panel assembly will require pictures of the damaged area. PQC will provide the email address to send the pictures.

Confirmation will be required to make sure the complete sunroof assembly order is for a valid concern and is for legitimate insurance claim purposes only.

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.

ADDITIONAL SI KEYWORDS:

bind binding inoperative intermittent leak performance PIC4650 rattle reverse shudder water wind

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.