



Service Bulletin

File in Section: -

Bulletin No.: PIC5987

Date: May, 2014

PRELIMINARY INFORMATION

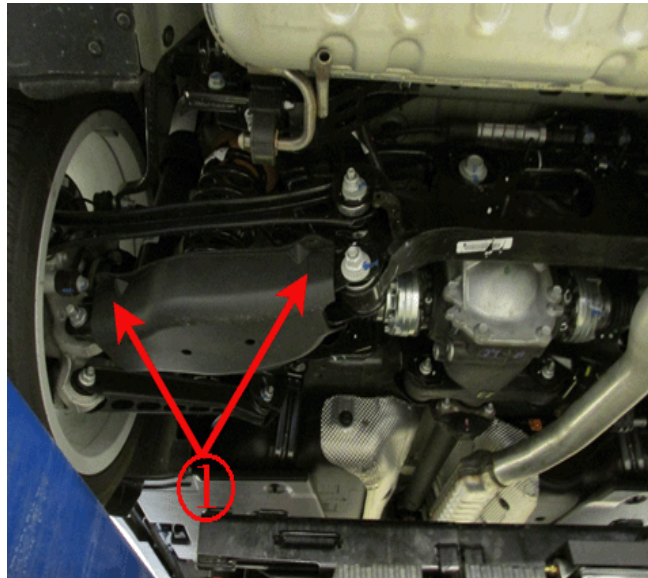
Subject: Rear Lower Control Arm Covers Are Loose Or Falling Off

Models: 2014 Cadillac ATS, CTS Sedan (VIN A)
Built prior to 4/14/2014

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

Condition/Concern

Incorrect fasteners to install the lower rear control arm shield may have been included in the bag of parts used during the Pre-Delivery Inspection (PDI) process. Reference installed fasteners in the following photo.



3803954

Important: Loose or missing rear lower control arm covers may increase the chance of corrosion, so it is important to properly install and retain these covers.

Although the vehicle may have been shipped to the dealer with the incorrect fastener (right) in the PDI bag, the correct fastener (left – with arrows) is longer and wider, as reflected in the photo below.



3803960

Recommendation/Instructions

Please order a quantity of 8 push pins (PN 11589293 - 4 per side) to install the rear lower control arm covers if the incorrect (smaller) fasteners were included in the bag.

Parts Information

Part Number	Description	Qty
11589293	RETAINER,FRT BPR FASCIA UPR(PUSH IN)	8

Warranty Information

Labor for installing these fasteners is included in the PDI labor time. If new fasteners are required, submit a warranty claim for parts cost only in the Miscellaneous Net Item field using Labor Operation 0590032.

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.