

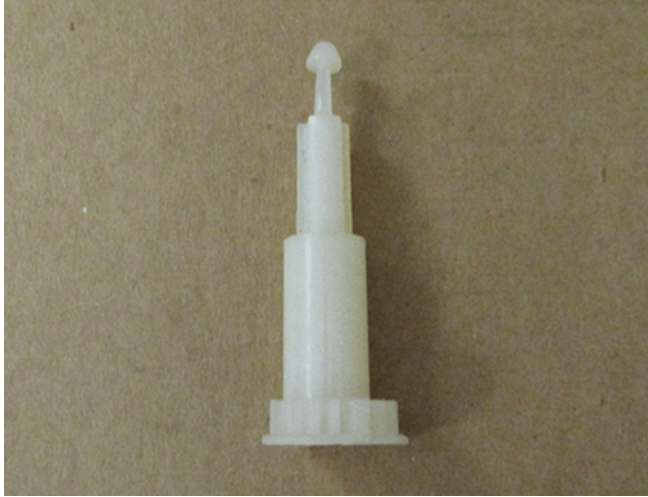


Service Bulletin

TECHNICAL

Subject: Loss of Driver and/or Passenger Front HVAC Floor Duct Airflow, Popping Noise from Instrument Panel (IP) Area

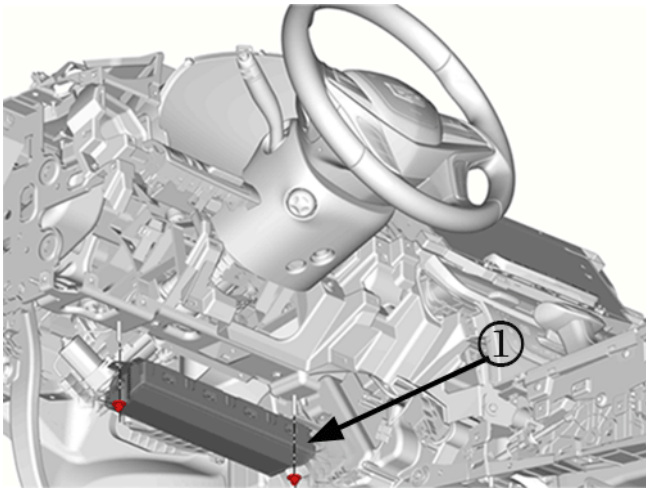
Brand:	Model:	Model Year:		Date Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT6 (Plant Location U: 11th Position of VIN)	2016	2017	SOP 2016	September 30, 2016	All	All

Involved Region or Country	NORTH AMERICA, JAPAN, KOREA, RUSSIAN FEDERATION, EUROPE, CHINA, MIDDLE EAST, ISRAEL
Condition	Some customers may comment on feeling no air flow out of floor ducts when operating in bi-level, floor, and/or defog modes. The condition may be noted on the driver and/or passenger side. A popping noise may also be noted coming from the front lower IP area.
Cause	 <p>The cause of the condition may be floor door gears in the front HVAC module may have been loosely installed by the supplier, with the retention features not fully engaged. This may cause the gear(s) to become unseated and potentially back out/fall out of the HVAC module.</p>

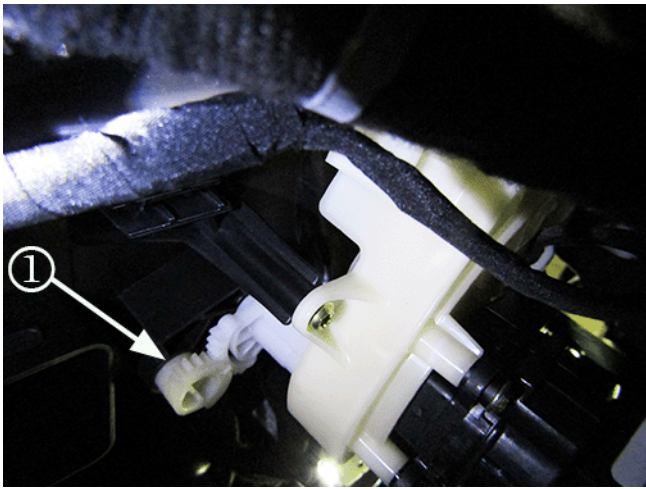
Correction

Verify the condition and inspect/re-engage the front HVAC floor door gears on BOTH the driver and passenger side following the Service Procedure below.

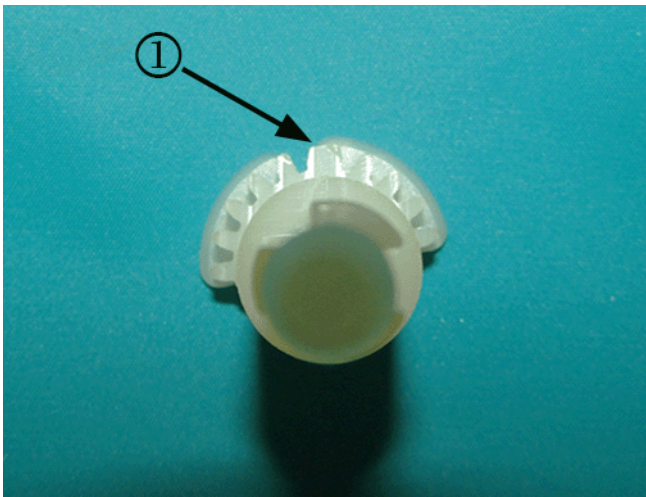
Service Procedure



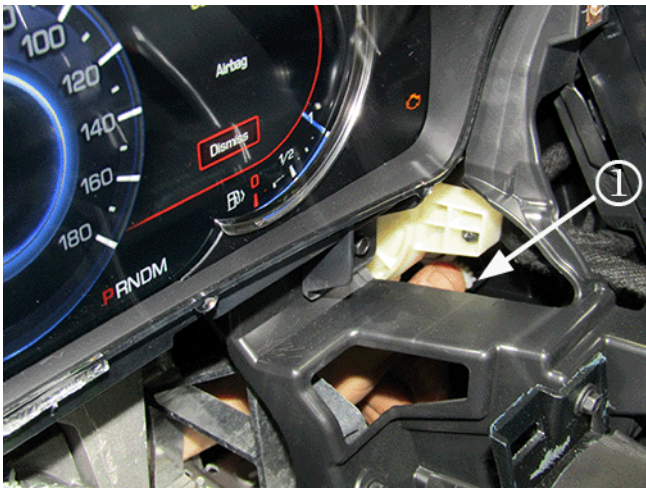
1. Remove the driver IP lower air bag (1). Refer to *Instrument Panel Lower Airbag Replacement - Driver Side* in SI.



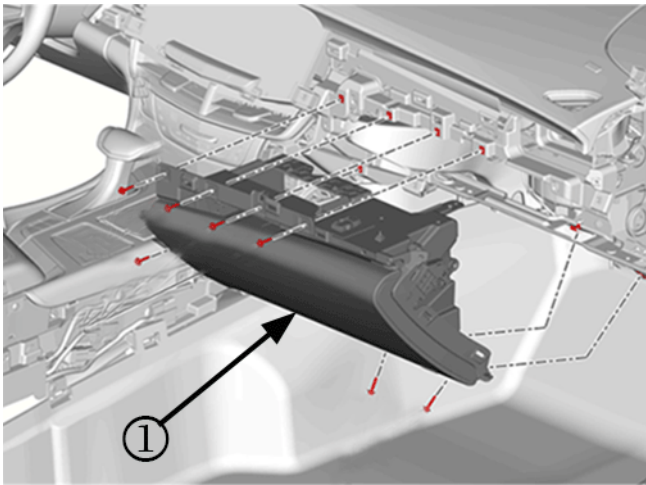
2. From under the IP, locate the driver side floor door gear (1).



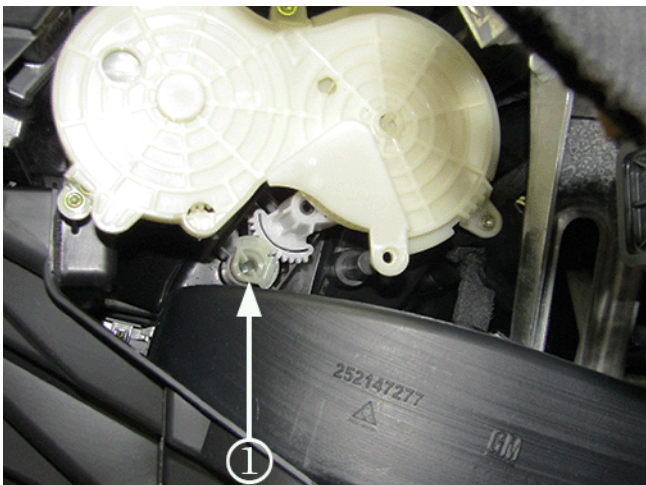
Note: In cases where the gear has completely fallen out, it will be necessary to rotate and install the gear in the ONLY orientation where the alignment mark (1) lines up properly to slide past and fully seat into the HVAC case.



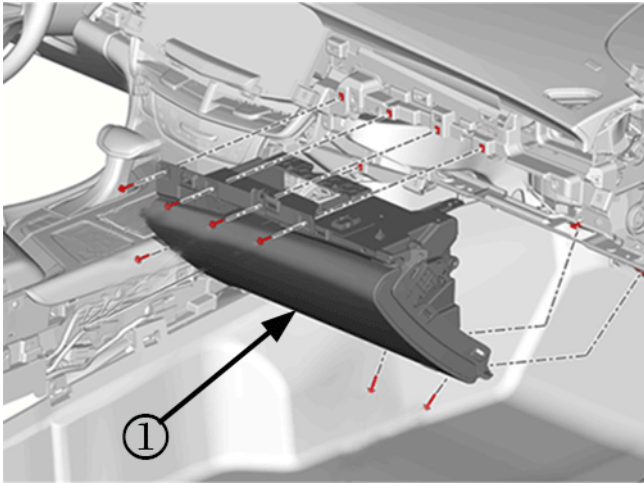
3. Positioning in its proper orientation, reinstall the gear (1). Ensure that the gear is fully seated with the retention feature fully engaged by slightly pulling on the gear. The gear should NOT display any movement.



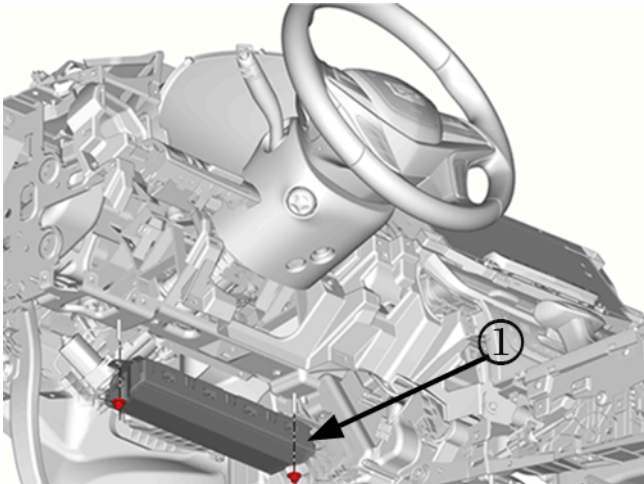
4. Remove the passenger IP compartment (1). Refer to *Instrument Panel Compartment Replacement* in SI.



5. From under the IP, locate the passenger side floor door gear (1).
6. Positioning in its proper orientation, reinstall the gear (1). Ensure that the gear is fully seated with the retention feature fully engaged by slightly pulling on gear. The gear should NOT display any movement.
7. Verify proper operation of the HVAC/gears.



8. Reinstall the passenger IP compartment. Refer to *Instrument Panel Compartment Replacement* in SI.



9. Reinstall the driver IP lower air bag. Refer to *Instrument Panel Lower Airbag Replacement - Driver Side* in SI.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
4480588*	Inspect and Re-engage HVAC Floor Door Gears	2.0 hrs

*This is a unique Labor Operation for Bulletin use only.

Version	1
Modified	

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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