



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-202

Date: June, 2016

TECHNICAL

Subject: HVAC Air Inlet Door Noise

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2017	2017			All	All

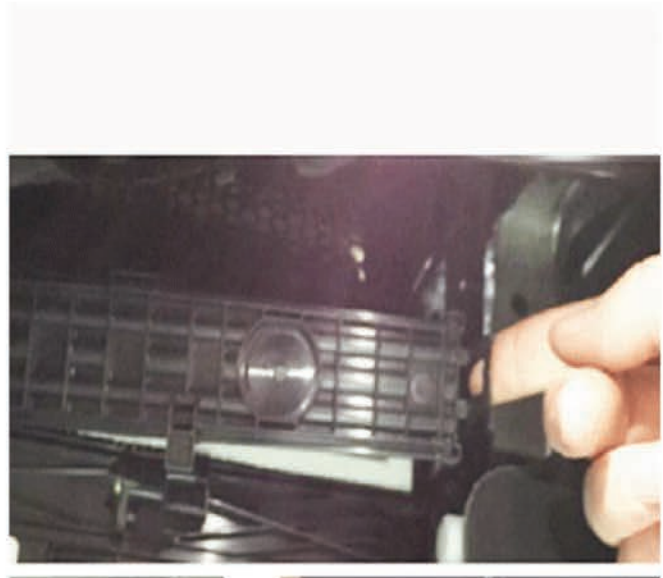
Involved Region or Country	North America
Condition	Some customers may comment on hearing a noise coming from the HVAC, behind the glove box area.
Cause	The cause of the condition may be a mis-alignment of the air inlet housing case halves, creating an interference with the air inlet door during closing.

Correction



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Service Procedure



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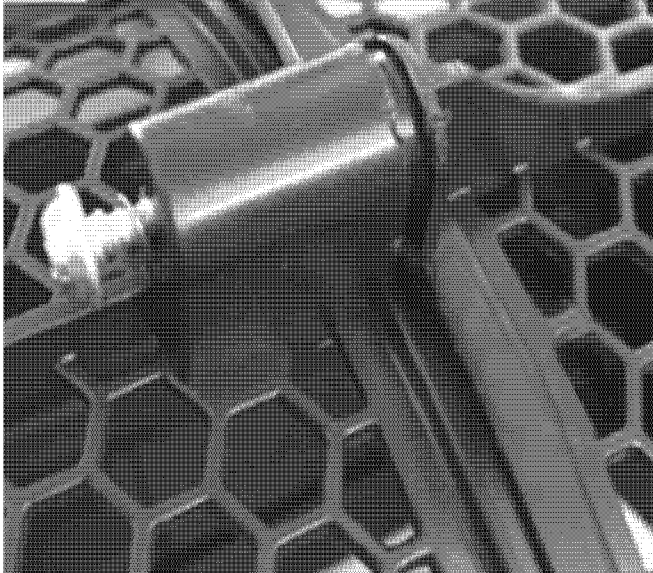
Note: The air inlet housing is shown removed from the vehicle for illustration purposes only. The service procedure below is accomplished with the housing in vehicle position.

Add a tie strap to the air inlet housing to better align and secure the two halves.

Locally obtain a tie strap, approximate dimensions: 3.81–5.08 mm (0.15–0.20 in) wide, 1.25–1.52 mm (0.05–0.06 in) thick and 140 mm (5.5 in) long and follow the Service Procedure below.

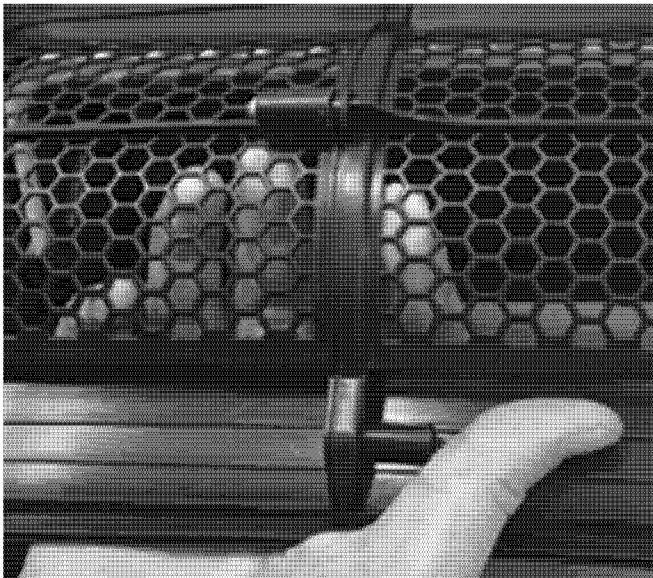
Caution: During removal of the air filter cover, use care when depressing the side release retention tab on the cover. Too much pressure being applied may result in damage to the tab/cover.

1. Remove the glove box door and passenger compartment air filter/cover. Refer to *Passenger Compartment Air Filter Replacement* in SI.



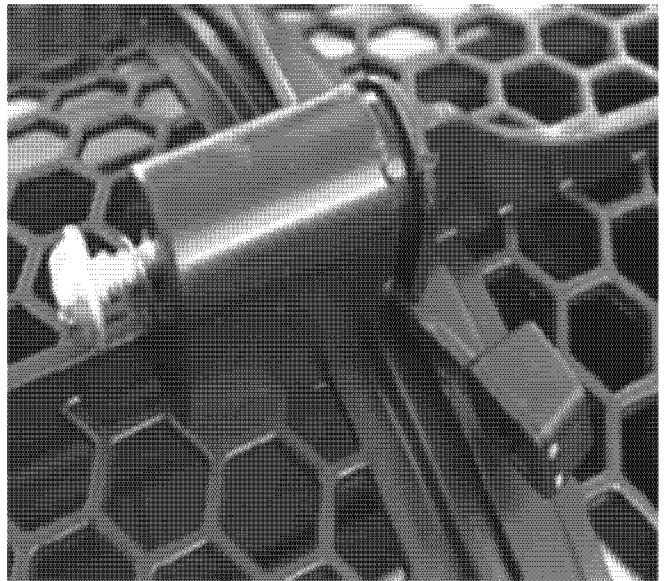
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2. Remove the center air inlet housing screw.



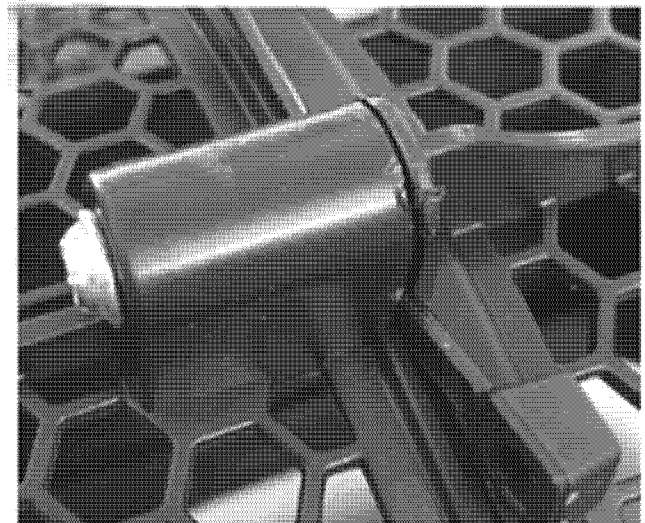
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3. Separate the tongue and groove by pushing upward on the housing through the filter door opening.



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4. Feed the tie strap through the tongue and groove, underneath the screw boss, with the head of the tie strap facing right.



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5. Reinstall and tighten the screw.



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Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
4480468*	Install Tie Strap to Air Inlet Housing	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

6. Cinch the tie strap around the head of the screw.
7. Trim off excess tie strap length near the head of the strap.
8. Prior to reinstalling the glove box, verify elimination of the noise and proper operation of the door by pressing the recirc mode button.
9. Reinstall the passenger compartment air filter/cover and glove box door. Refer to *Passenger Compartment Air Filter Replacement* in SI.

Version	1
Modified	

