

Service Bulletin

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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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.

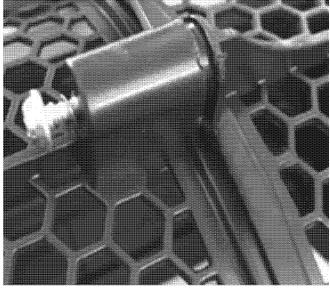
Service Procedure



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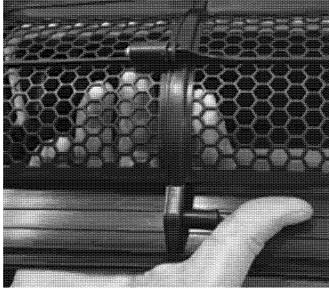
Caution: During removal of the air filter cover, use care when depressing the side release retention tab on the cover. Too much pressure being applied may result in damage to the tab/cover.

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

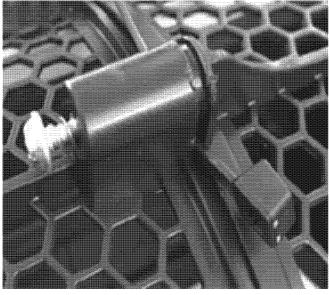


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2. Remove the center air inlet housing screw.



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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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- 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	

GM bulletins are intended for use by professional technicians, NOT a "<u>do-it-yourselfer</u>". 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, <u>DO NOT</u> 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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time	
4480468*	Install Tie Strap to Air Inlet Housing	0.3 hr	