



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-236

Date: July, 2017

TECHNICAL

Subject: Rattle Noise from Front Door during Deep Bass Tones that May be Mistaken for Blown Speaker

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2017	2018			All	All

Involved Region or Country	North America and N.A.Export Regions
Condition	Some customers may comment on a rattle noise from either or both of the front doors during deep bass tones that may be mistaken for a "blown" speaker.
Cause	This may be a result of the door water deflector resonating/rattling during deep bass tones due to lack of adhesive between the plastic water deflector of the door and the interior side of the door structure.
Correction	If you encounter a vehicle with the above concern, apply butyl tape between the deflector and interior side of the door structure.

Parts Information

To obtain the 1/4" Butyl Tape, contact Kent Automotive at 1-888-YES-KENT (1-888-937-5368).

Description	Part Number
Kent Automotive 1/4" Butyl Tape	20130

Instead, speak with the customer and note any specific songs and/or types of music that seem to induce this noise and play them while listening for the noise. If necessary, a "tone generator" app from iTunes or Google Play may be used to induce the noise to help you isolate and repair the noise more efficiently.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
1080468*	Remove Door Panel & Secure Water Deflector (One Door)	0.6 hr
Add	Remove Door Panel & Secure Water Deflector on Additional Door	0.5 hr

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



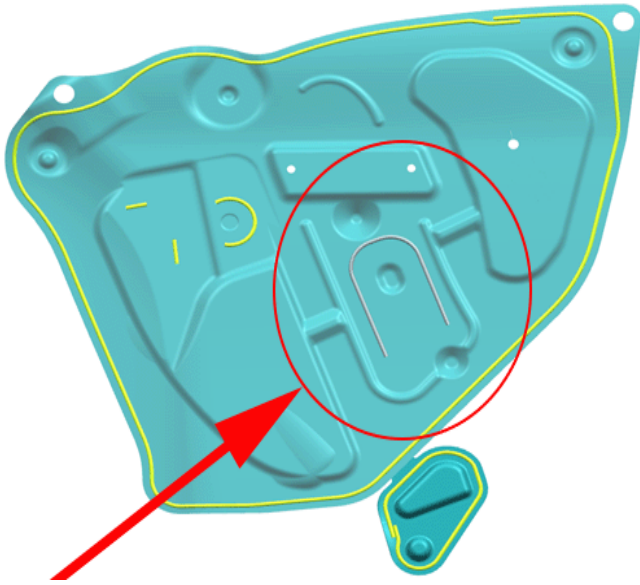
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Service Procedure

If this concern is reported but you are having trouble duplicating and/or isolating it, don't replace the speaker(s).

Once the noise is verified, push on the interior door trim panel in different locations while the noise is happening. If the noise changes, the noise is coming from the interior door trim panel and this bulletin does not apply. If the noise does not change, remove the interior trim panel and apply pressure to the suspect

location of the plastic water deflector shown above. Refer to the *Front Side Door Trim Replacement* procedure in SI.



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If the noise is eliminated by applying pressure to the area of the plastic water deflector shown above, remove the deflector, and apply butyl tape between the deflector and interior side of the door structure in the location circled above after ensuring that both surfaces are clean. Then, reassemble the door panel/deflector and re-evaluate the noise to ensure that it is repaired. Refer to the *Front Side Door Water Deflector Replacement* procedure in SI.

Version	1
Modified	

