



Service Bulletin

File in Section: -

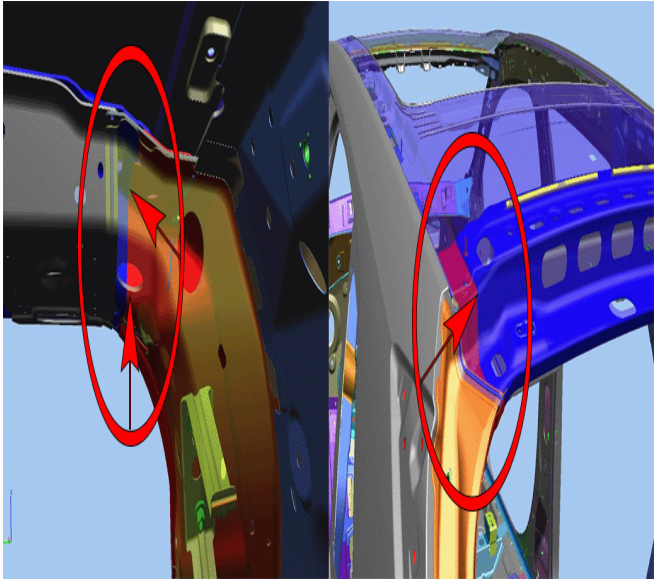
Bulletin No.: 18-NA-318

Date: November, 2018

TECHNICAL

Subject: Body Creak, Rattle and/or Itching Type Noise Heard in the Rear Upper Header Near Liftgate Hinge

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2018	2019				

Involved Region or Country	North America and NA Export vehicles
Condition	Some customers may comment on a body creak, rattle and/or itching type noise heard in the upper header near the liftgate hinge area.
Cause	 <p style="text-align: right;">5159392</p> <p>This condition may be caused by the two metal structure panels (red and blue) located in the rear header, rubbing together causing noise. Note: This condition may be more often found on the left side, but can be right side as well.</p>
Correction	Pry the two metal structure panels away from each other following the procedure listed below.

Service Procedure

1. Remove both quarter upper trim panels. Refer to Quarter Upper Trim Panel Replacement in SI.
2. Remove both center pillar upper trim panels. Refer to Center Pillar Trim Panel Replacement in SI.



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3. Lower the rear portion of the headliner ONLY.

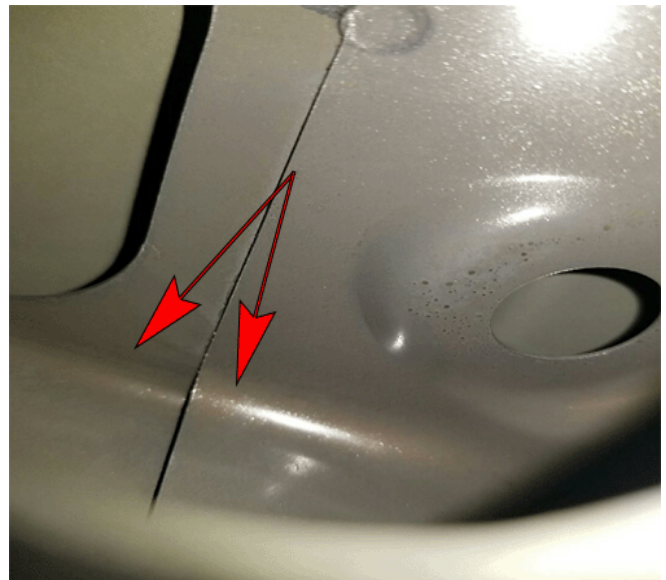


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Note: Use a cotter pin tool or similar to pry the two metal structure panels.

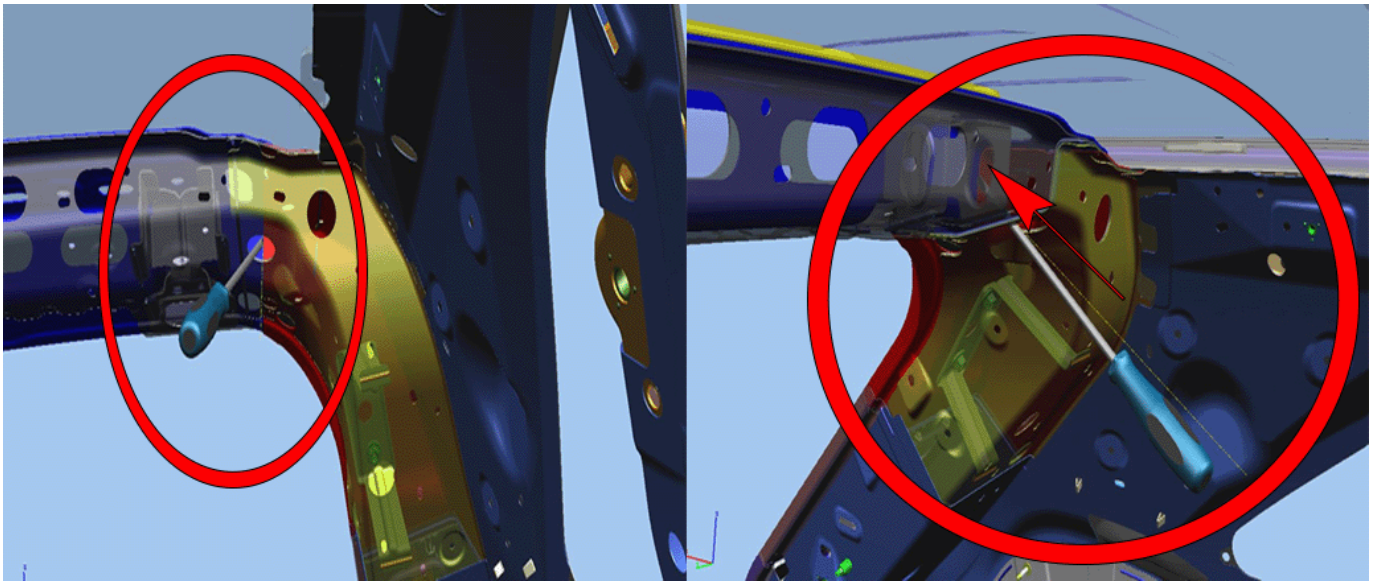


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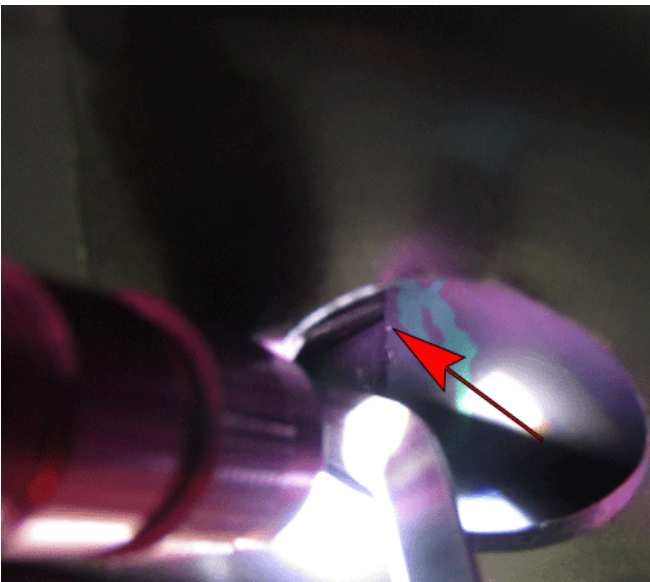
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4. Go through the access hole, shown in the illustration above, and separate the two panels at the seam.

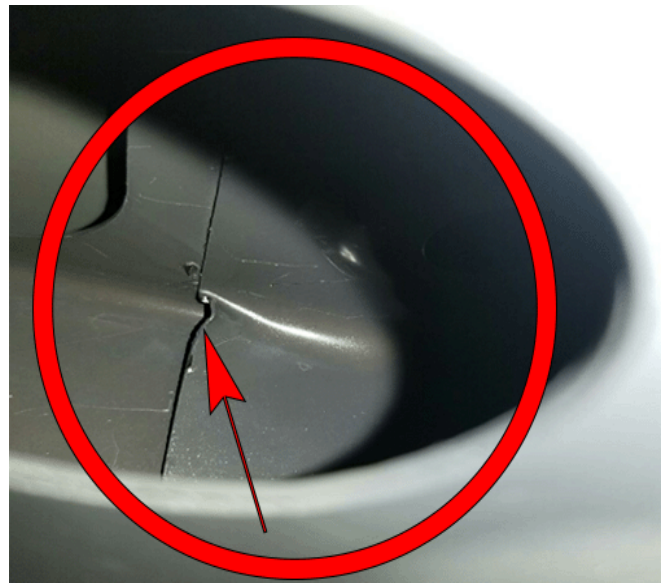


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Note: The access panel seam is located towards the liftgate opening on a 90° angle, **NOT** directly above the access hole.



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5. Using the cotter pin tool or similar, place the tool between the two panels and twist or apply pressure to separate the panels.



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6. Apply any approved metal panel bonding adhesives between the two metal panels to prevent any further issues. Refer to Metal Panel Bonding in SI.

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
1086008*	Prying the Two Metal Structure Panels Away from Each Other	0.8 hr.
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	Released November 05, 2018 Revised November 16, 2018 – Removed Parts Information and updated information for step 6.

