



Service Bulletin

File in Section: -

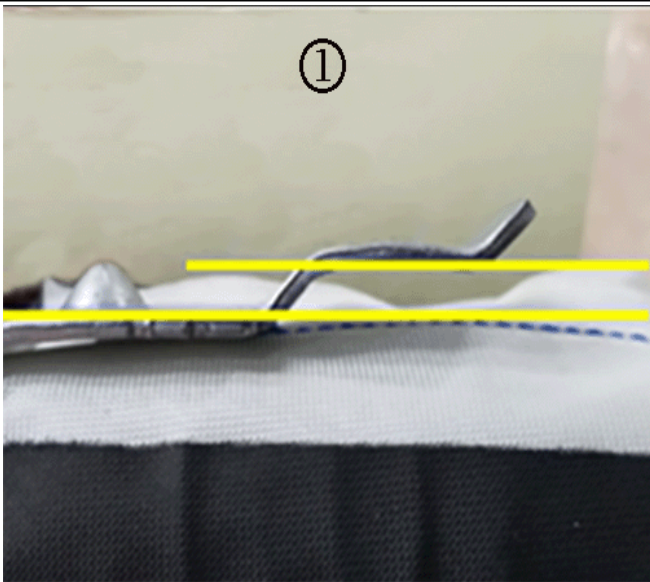
Bulletin No.: 18-NA-286

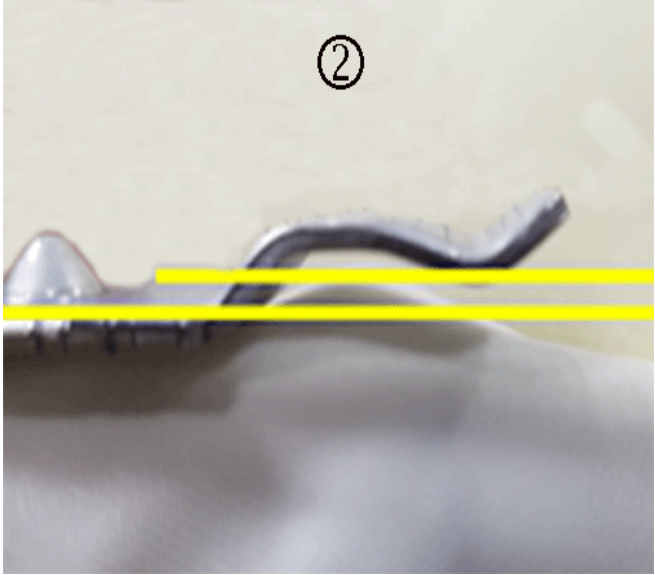
Date: September, 2018

TECHNICAL

Subject: Rattle Noise in Passenger or Driver Upper B-Pillar Area

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4	2019	2019			All	All

Involved Region or Country	North America and N.A. Export Regions
Condition	Some customers may comment on hearing a rattle noise coming from the passenger or driver upper B-Pillar area.
Cause	 5146875

	 <p data-bbox="1419 739 1481 756">5146876</p> <p data-bbox="540 768 1466 821">Note: Examples of a bent (1) and an undamaged (2) retaining hook/tab are shown in the graphics above.</p> <p data-bbox="540 833 1466 909">The cause of the condition may be that during installation of the roof rail airbag, the forward retaining hook/tab may have been bent outboard causing additional clearance to sheet metal, and allowing the tab to rattle against the body.</p>
Correction	Following the steps in the Service Procedure below, add a piece of flocking tape to each side roof rail airbag.

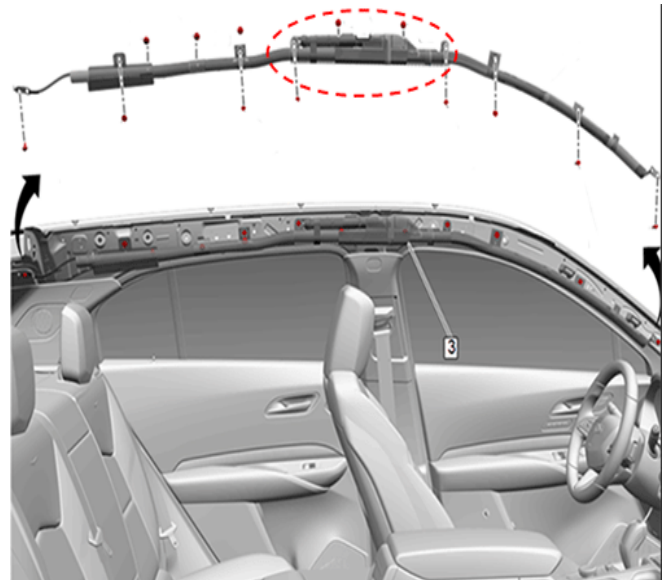
Service Procedure

1. Disable the SIR system. Refer to *SIR Disabling and Enabling* in SI.



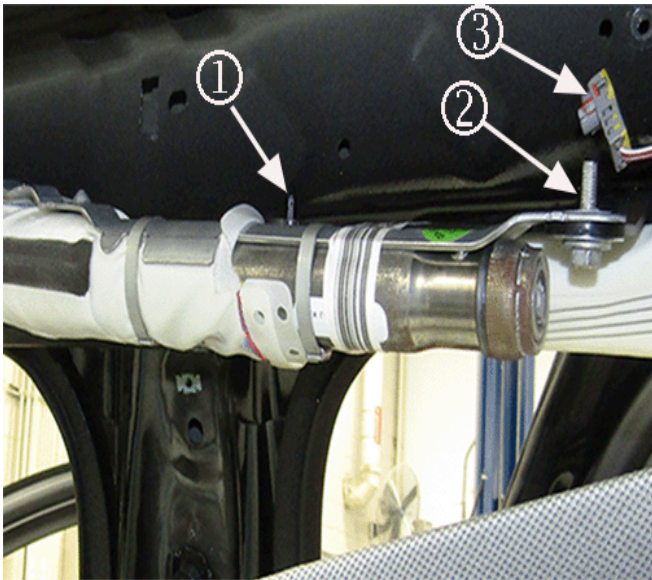
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2. Lower the headliner on both sides of the vehicle, from just rear of the B-pillars, forward. Only do those steps in headliner replacement that will lower the headliner enough to gain access to the roof rail airbags. Refer to the appropriate *Headlining Trim Panel Replacement* procedure in SI.



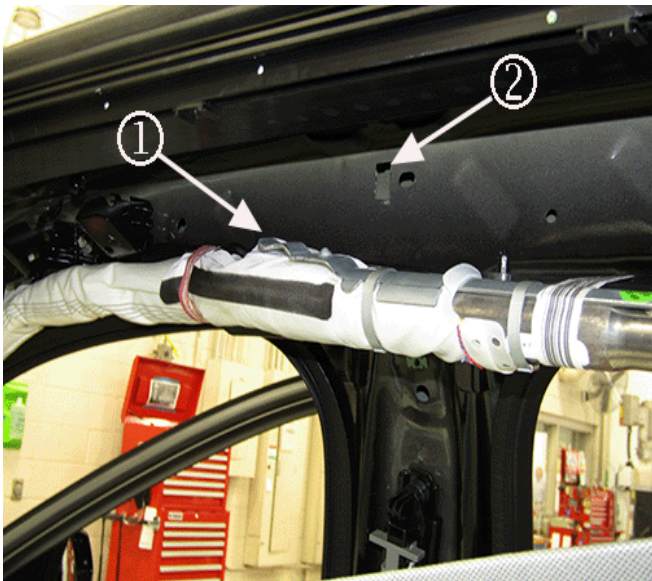
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3. Starting on either side, partially remove the center portion of roof rail airbag, following the steps below and referencing the appropriate *Roof Rail Airbag Replacement* in SI.



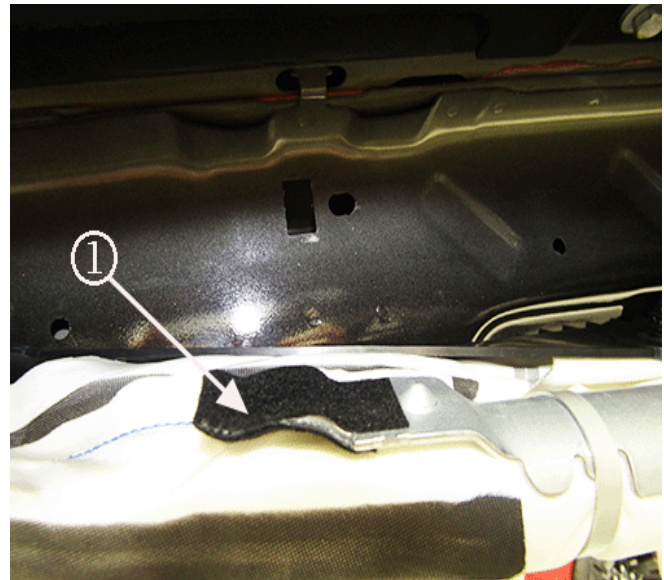
5146900

- 3.1. Disconnect the airbag connector (3) and remove the attachment bolt (2) and the push retainer (1).



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- 3.2. Cock the airbag at an angle and slide the airbag to release the retaining clip (1) from the roof structure (2).



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Note: Cut a 25 mm by 75 mm (1.0 in by 3.0 in) piece of Kent Automotive P/N KT13486, or equivalent flocking tape. As shown in the graphic above, the tape will be applied to the hook portion of the retaining clip.

- 3.3. Add the flocking tape (1) over the hook part of the clip as shown in the graphic above.

- 3.4. Reposition the airbag and install the push retainer and the attachment bolt.

Tighten

Tighten the bolt to 9 N•m (80 lb in).

- 3.5. Connect the airbag connector.

4. Repeat steps 3.1–3.5 on the opposite side roof rail airbag.
5. Reinstall the headliner. Refer to the appropriate *Headlining Trim Panel Replacement* procedure in SI.
6. Enable the SIR system. Refer to *SIR Disabling and Enabling* in SI.

Parts Information

Contact Kent Automotive at 1-888-YES-KENT, or online at www.kent-automotive.com.

Causal Part	Description	Part Number	Material Allowance
N/A	Kent Automotive BRS Tape	P/N KT13486	\$ 0.75 cents (U.S.) \$1.12 (Canada)

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
6481948*	Install Flocking tape to BOTH Roof Rail Airbags	1.4 hrs
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released September 21, 2018

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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