



# Service Bulletin

Bulletin No.: 23-NA-220

Date: February, 2024

## TECHNICAL

**Subject:** Rattle or Vibration Noise Coming from Upper Dash - Windshield Area While Driving

**This Service Bulletin replaces PIC6532. Please discard PIC6532.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4	2024	2024	SOP	January 1st, 2024	All	All

<b>Involved Region or Country</b>	North America, Middle East
<b>Condition</b>	Some customers may comment on a rattle / vibration noise coming from the upper dash area while driving.
<b>Cause</b>	The cause of the condition may be the fitment of the windshield multifunction sensor mount bracket cover insert with the cover.
<b>Correction</b>	If you encounter a vehicle with the above concern complete the procedure below.

### Service Procedure

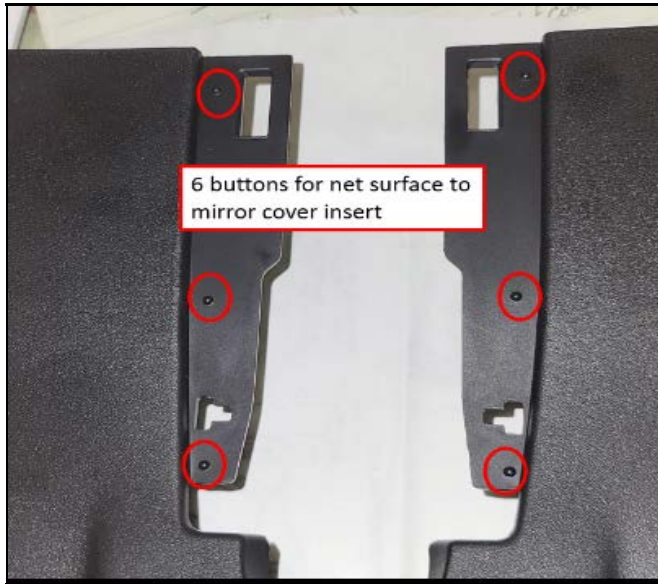
**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Dealers are to remove the insert from the cover. (see below).



6488112

Locate the 6 raised buttons. (see below)



6488114

Using flocking or felt tape, the technician should cut 6 pieces and cover the buttons. (see below)



6488117

Then re-insert the cover insert and verify that the noise has been corrected.

### Parts Information

No parts are required for this repair.

### 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
*1086768	Add 6 pieces of thin felt tape to the Windshield Multifunction Sensor Mount Bracket Cover	0.2hr
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	Released December 14, 2023 Revised February 01, 2024 – Added Breakpoint.

