



# Service Bulletin

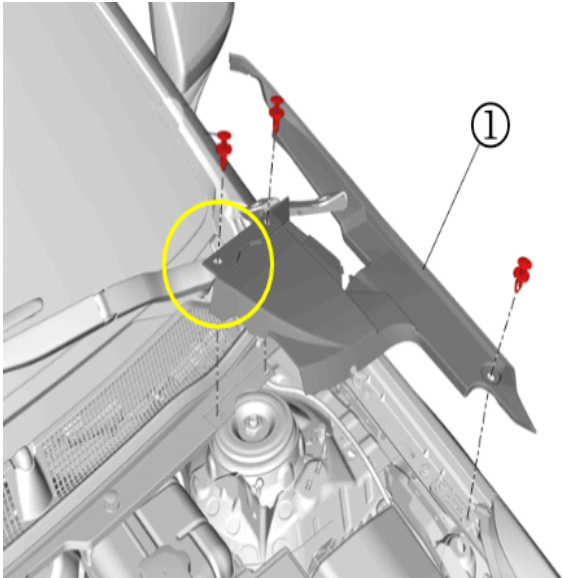
Bulletin No.: 19-NA-069

Date: April, 2019

## TECHNICAL

**Subject:** Paint Chip(s) or Wear Mark(s) on Underside Hood Inner Panel, Near Windshield

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XTS	2018	2019			All	All

<b>Involved Region or Country</b>	North America and N.A. Export Regions
<b>Condition</b>	Some customers may comment on seeing a paint chip or wear mark on the underside hood inner panel, near the windshield. This could occur on either, or both, the driver and passenger side.
<b>Cause</b>	 <p style="text-align: right; font-size: small;">5299013</p> <p><b>Note:</b> The inboard, rearward corner (shown circled in the illustration above) is the most common hood damage area.</p> <p>The cause of the condition may be because of interference between the hood inner panel and the front compartment sight shield (1), near the windshield. The marring, or chipping, results from the contact and vibration while driving.</p>
<b>Correction</b>	Complete partial paint repair to the damaged area(s) and add mylar tape to both sides, following the steps in the Service Procedure below.

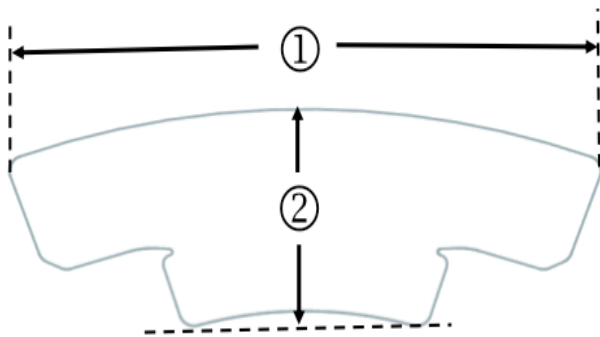
### Service Procedure

**Important:** Refer to the latest revision of the GM Approved Materials book to identify the paint systems you may use that have been engineered to meet GM standards.

The latest version of the GM Approved Refinish Materials is found in GM Service Information (SI) under Unit Repair Manual/Specialty Publications. A PDF copy

of the GM Approved Refinish Materials booklet is located on the Genuine GM Parts website at [www.genuinegmparts.com](http://www.genuinegmparts.com).

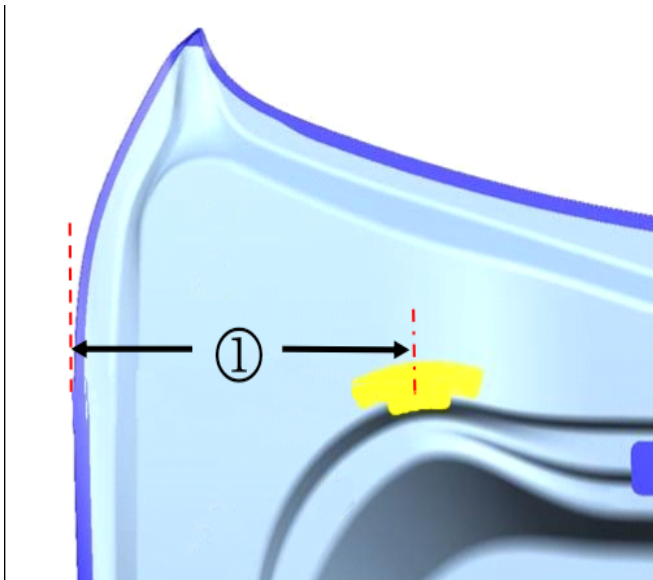
1. Clean the affected area(s) with soap and water.
2. Solvent wash the area(s) and wipe dry.
3. Scuff and sand the area(s) smooth.
4. Epoxy prime the repair area(s)
5. Refinish top coat.



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**Note:** Trimming the tape similar to the template example above will minimize wrinkling at the rounded corner of the hood, however tape can still be applied as a rectangular shape.

- Cut 2 pieces of Kent Automotive Anti-Squeak Film Tape - P/N KT13512, or equivalent, approximately 80 mm (3.25 in) (1) x 30 mm (1.25 in) (2).



5299015

**Note:** As shown in the above illustration, the center-point of the tape should be approximately 20.7 cm (8.15 in) (1) from the edge of the hood.

- After repair of one, or both sides, apply 1 piece of the tape to each side of the hood where the hood and inboard corner of the front compartment sight shield interface.

**Parts Information**

\* We believe this source and their products to be reliable. There may be additional manufacturers of such products/materials. General Motors does not endorse, indicate any preference for, or assume any responsibility for the products or material from this firm or for any such items that may be available from other sources.

Causal Part	Description	Part Number	Qty
N/A	Kent Automotive Anti-Squeak Film Tape	KT13512	2 (3 & 1/4 inch pieces)

**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	Paint Code
1481198*	Partial Paint Repair Hood (1 Side), Apply Mylar Tape (Both Sides).	1.0 hr	GF
Add	Partial Paint Repair Hood Opposite Side	0.5 hr	GB

\*This is a unique Labor Operation for Bulletin use only.  
 \*\*Includes repair/prime, and Paint Mix Time

Version	1
Modified	Released April 01, 2019

