



Service Bulletin

Bulletin No.: 19-NA-096

Date: May, 2019

TECHNICAL

Subject: Clicking, Popping, Tapping, Creaking, Flexing, Rubbing or Rattle Noises from Roof Area During Turns or Driving Over Uneven Pavement

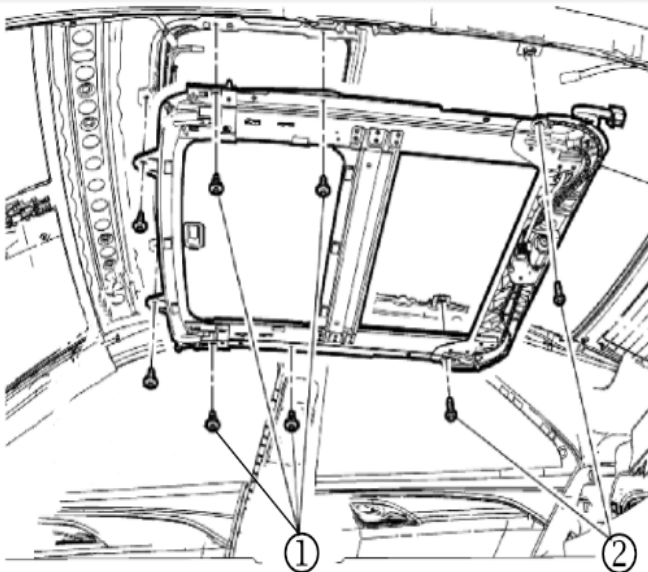
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	ATS	2015	2019			All	All
	CTS						

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with ROOF-SUN, GLASS, SLIDING, ELEC (CF5) or ROOF-SUN, GLASS, SLIDING, ELEC, TRANSPARENT GLASS FIXED (C3U)
Condition	Some customers may comment on hearing clicking, popping, tapping, creaking, flexing, rubbing or rattle noises coming from the roof area during turns or driving over uneven pavement.
Cause	The cause of the condition may be that the sunroof frame fasteners are loose, or improperly torqued.
Correction	Verify the condition, then lower the headliner and re-torque critical sunroof housing fasteners, following the appropriate Service Procedure below.

Service Procedure

1. It is only necessary to lower the headliner. Only do those steps in the headliner replacement procedure that will lower the headliner enough to gain access to the sunroof frame fasteners. Refer to *Headlining Trim Panel Replacement* in SI.
2. After lowering the headliner, refer to the appropriate repair procedure below:

For Repairing an ATS Vehicle



5330123

Important: Do NOT increase the torque of the front fasteners.

1. Increase the torque of the 4 side fasteners (1).

Tighten

Tighten the fasteners to 15 N•m (11 lb ft).

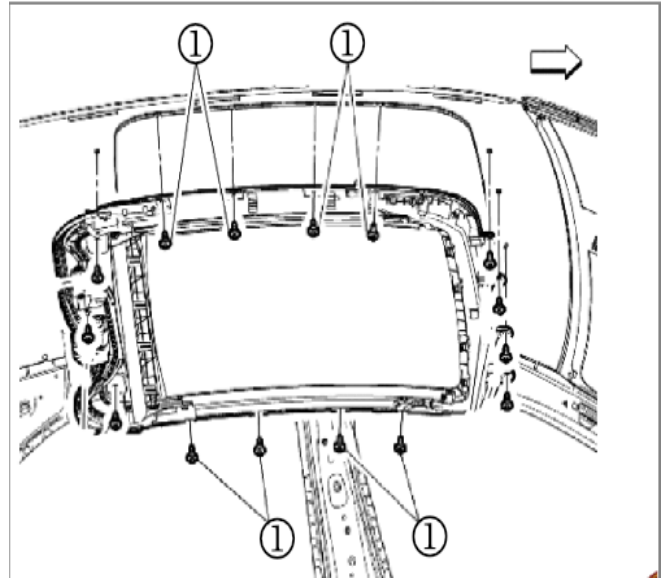
2. Increase the torque of the 2 rear fasteners (2).

Tighten

Tighten the fasteners to 25 N•m (18 lb ft).

3. Reinstall the headliner. Refer to *Headlining Trim Panel Replacement* in SI.

For Repairing a CTS Vehicle



5330127

Important: Do NOT increase the torque of the front or rear fasteners.

1. Increase the torque of the 8 side fasteners (1).

Tighten

Tighten the fasteners to 15 N•m (11 lb ft).

2. Reinstall the headliner. Refer to *Headlining Trim Panel Replacement* in SI.

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
6080328*	Lower Headliner, Re-Torque Sunroof Module Fasteners	2.1 hrs (ATS Coupe) 2.5 hrs (ATS Sedan) 2.7 hrs (CTS)
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released May 06, 2019

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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