



Service Bulletin


Bulletin No.: 19-NA-167

Date: May, 2021

TECHNICAL

Subject: Water Leak into Interior and/or Various Electrical Concerns, Liftgate Actuator Noisy or Inoperative

Brand:	Model:	Model Year:		Date Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2017	2021	—	—	All	All
Cadillac	XT6	2020	2021				
GMC	Acadia (VIN N)	2017	2017				
	Acadia	2018	2021				

Involved Region or Country	North America, Russia, Israel, Palestine, Japan, Cadillac Korea (South Korea), Europe, Middle East
Condition	Some customers may comment on seeing water leak into the interior, or wet carpet. This condition could occur at either the front and/or rear, and on the right and/or left side. Some electrical concerns or issues may occur such as power locks cycle or are inoperative after a car wash or rain in the XT5 and Acadia, or the liftgate actuator may be noisy or inoperative in an XT6.
Cause	<p>The cause of the condition may be possible "pin hole" voids in the roof panel to outer ring laser braze and seam sealer. The pin holes are most commonly found near the top of the windshield at the A-pillars, or the top of liftgate near the D-pillars. Examples of the leak areas are shown below.</p> <p>Possible Front Laser Braze Water Leak Areas (1)</p> 

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Possible Rear Laser Braze Water Leak Areas (2)

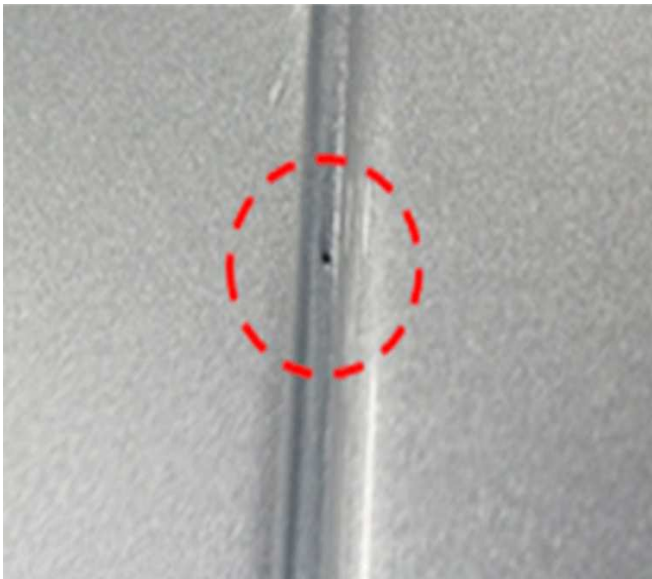


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Correction

Following the Service Procedure below, inspect the forward and rear laser braze corners of the roof ditch, at the upper windshield and rear liftgate areas.

Service Procedure



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Note: The pin holes/cracks may be more difficult to see on darker color finishes. A front and rear example of a visible pin hole are shown in the graphics above.



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1. Visually inspect the front right and left roof laser braze, then the rear right and left roof laser braze, for pin holes or a crack.
2. Seal the holes/crack in any laser braze area following the steps below:
 - 2.1. Mix a small amount of Kent® High-Tech Seam Sealer Clear P10200, or Wurth Euroseal Gel Clear 18920104, or equivalent WITH the proper touch-up paint color.
 - 2.2. Avoiding excess sealer build up within the ditch, work a small amount of the sealer into the hole with a gloved finger.
 - 2.3. Wipe away any excess sealer with a light amount of solvent on a rag or paper towel. The solvent will help the sealer flow into the hole/crack.
3. Clean and dry any wet trim. Refer to *Floor Carpet Drying* in SI.
4. Address and repair any electrical concerns as necessary.

Contact Wurth through website www.wurthusa.com, by e-mail at www.customer.service@wurthusa.com, or by calling 1-800-987-8487.

In Canada, contact Wurth through their website at www.wurth.ca/, by e-mail at info@wurth.ca, by calling 1-800-263-5002, or your local Wurth representative.

Causal Part	Description	Part Number	Material Allowance
N/A	Kent Automotive High-Tech™ Clear Seam Sealer	P10200	\$2.30 US / \$3.45 Canada
	Wurth Euroseal Gel Clear (5 oz/148 ml)*	18920104 (892.0104 in Canada)	
	PAINT, TOUCH-UP TUBE	See EPC	N/A

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.

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

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
0580448*	Apply Sealer at Laser Braze - One Location	0.3 hr
Add	Apply Sealer at Laser Braze - Each Additional Location (Maximum of 3)	0.2 hr

*This is a unique Labor Operation for bulletin use only.

Version	5
Modified	Released July 29, 2019 Revised October 15, 2019 – Updated Breakpoint, removed Holden Acadia Model and removed Australia/New Zealand from Involved Region or Country section. Revised November 07, 2019 – Removed Breakpoint and added 2020 Model Year. Revised April 15, 2021 – Added the 2021 Model Year. Revised May 03, 2021 – Added Option of Additional Sealer Supplier.

