



Service Bulletin

Bulletin No.: 21-NA-258

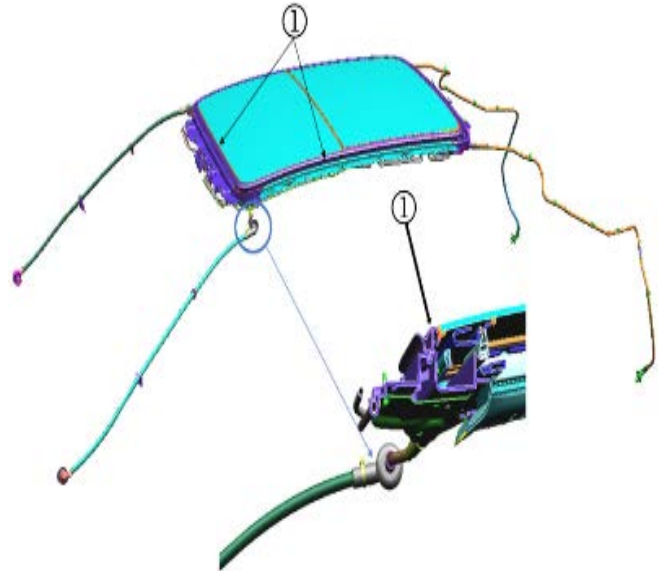
Date: November, 2021

INFORMATION

Subject: Information on General Guidelines to Address Sunroof Waterleak Issues

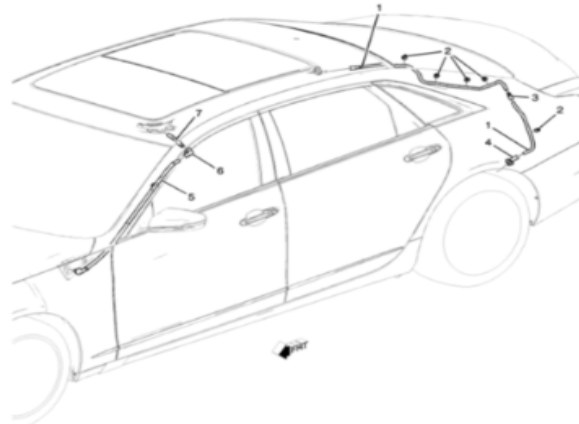
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT6	2016	2020	—	—	All	All

Involved Region or Country	United States, Canada, Russia, Europe, Israel, Middle East, China, Cadillac Korea (South Korea), Japan
Additional Options (RPOs)	Equipped with ROOF-SUN, GLASS, SLIDING, ELEC, TRANSPARENT GLASS FIXED (RPO C3U)
Condition	Some customers may comment on seeing water leaking from the sunroof area. Customers may also comment on hearing water rushing as they drive the vehicle.
Cause	The cause of the condition may result from sunroof drain hose and drain concerns, or the sunroof frame.
Correction	<p>Note: Based on warranty claims, waterleaks may originate from sealing problems within the sunroof housing, or from front and/or rear drain hoses that were not properly connected from the assembly plant. Referencing the latest version of PIC5260 might be helpful in diagnosis of a sunroof waterleak issue.</p> <p>Perform a water test, if the waterleak is duplicated, the technician should use the general inspection guidelines below to root cause the condition:</p>



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- Inspect the sunroof drain hose to confirm it is installed in the proper location and that it is not kinked.
- Verify that the drain is not plugged. Clean any blockages.



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- Reconnect any loose drain hoses.
- Replace any missing drain hose parts.
- Inspect sunroof housing for any damaged or deformed seals (1), and replace as necessary.
- Replace any sunroof housing that shows evidence of water leaks.

Parts Information

Parts are not always required for this repair.

Warranty Information

For vehicles repaired under warranty, submit the appropriate labor operation for the repair performed.

Version	1
Modified	Released November 09, 2021

