



Service Bulletin

PRELIMINARY INFORMATION

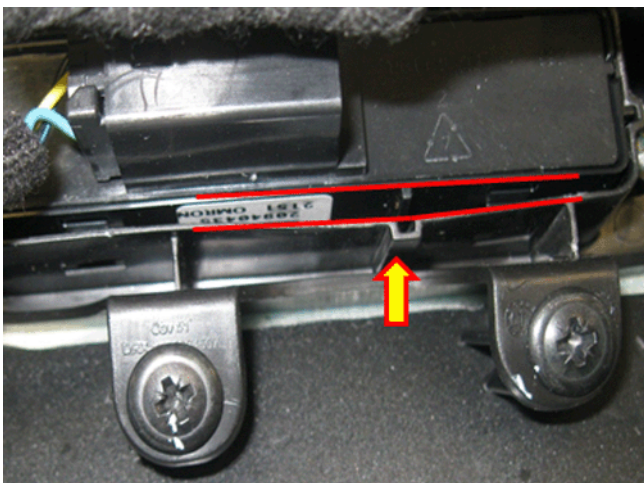
Subject: Driver Seat Memory Seat Switch Pushes into Door Trim Panel

Models: 2013 Cadillac XTS

Condition/Concern



Some customers may comment that upon operating the driver seat memory seat switch buttons, the switch is pushing into the door trim panel.



The cause of this condition may be insufficient retention of the seat switch snap features to the switch bracket.

Recommendation/Instructions

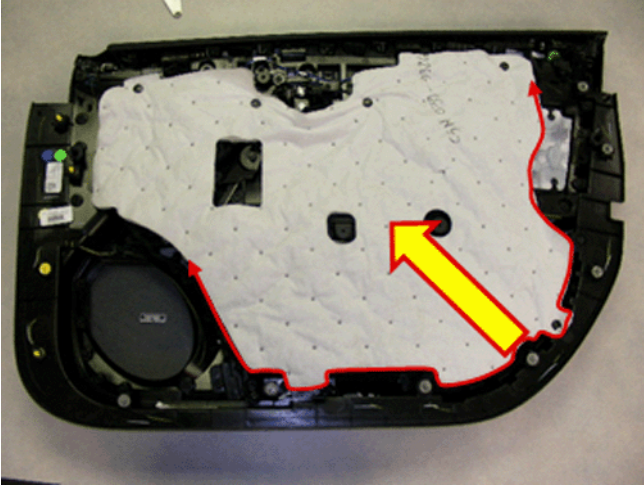
Do This	Don't Do This
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Reposition and shim the memory seat switch bracket.

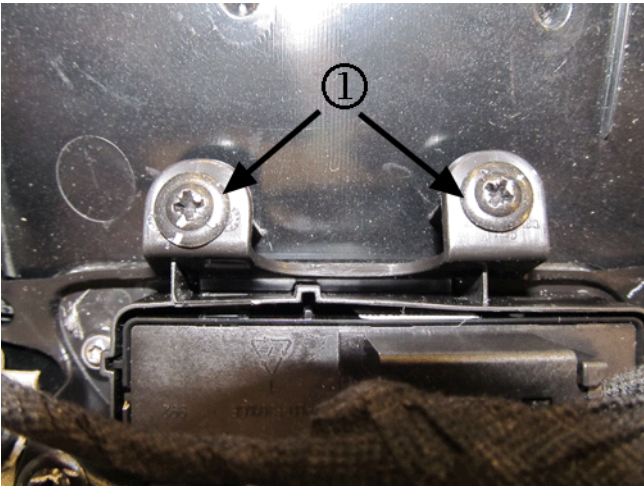
DO NOT replace the memory seat switch or bracket.

Reposition the memory seat switch bracket and add adhesive back shim stock following the repair steps below:

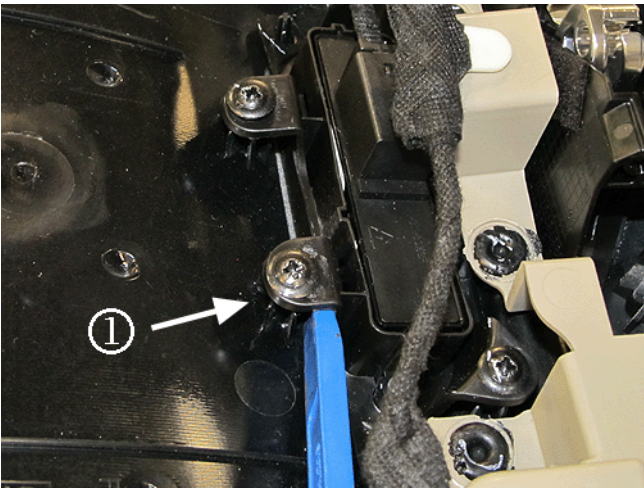
1. Remove the driver door trim panel. Refer to Front Side Door Trim Replacement in SI.



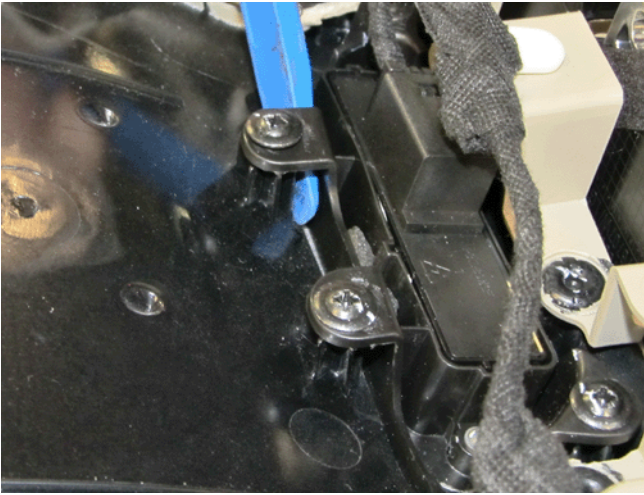
2. Peel back the sound absorber material from the trim panel enough to access the memory seat switch.



3. Slightly loosen the two screws (1) retaining the seat switch bracket.
4. Fully seat the seat switch into the bracket, ensuring the snap features are engaged.



5. Using a trim stick, or equivalent, lightly pry against the standing boss (1) forcing the outer wall to move tight against the switch. Tighten the screw.



6. Repeat step #5 at the other screw location.



7. Using a trim stick, install approximately 7.5mm (0.30in) length of Kent Automotive Adhesive back Shim Stock P/N 46500, or equivalent, between the inner and outer wall of the seat switch bracket at the location noted by the arrow in the graphic above.
8. Reinstall the driver door trim panel. Refer to Front Side Door Trim Replacement in SI.

Parts Information

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

Part Number	Description
P46500*	Kent Automotive Shim Stock (5/16" thick, 3/4" wide)

*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.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
C9531*	Reposition and Install Adhesive Back Shim Stock to Memory Seat Switch	0.4 hr

*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.

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