



Service Bulletin

File in Section: 08 - Body and Accessories

Bulletin No.: 09-08-64-035C

Date: March, 2012

TECHNICAL

Subject: Side Door Sticks or May Intermittently Become Inoperative from Outside Door Handle in Higher Temperatures (Replace Door Latch and Handle)

Models: 2006-2011 Cadillac DTS
Built Prior to January 3, 2011

This bulletin is being revised to update the Correction, Parts Information and Warranty Information sections. Please discard Corporate Bulletin Number 09-08-64-035B (Section 08 – Body and Accessories).

Condition

Some customers may comment that one or more of the front and/or rear side doors may stick or intermittently not open when using the outside door handle. This condition only occurs in hot weather.

Cause

This condition may be caused by flexing of the outside door handle during exposure to elevated surface temperatures. When this occurs, the lock rod travel may be reduced to the point that the lock does not always release.

Correction

A revised door lock assembly (latch) and outside door handle have been released to correct this condition.

Replace all four door lock assemblies on the vehicle with the revised parts listed below. Refer to Front Side Door Lock Replacement and Rear Side Door Lock Replacement in SI.

Replace all four outside door handle assemblies on the vehicle with the revised parts listed below. Refer to Front Side Door Outside Handle Replacement and Rear Side Door Outside Handle Replacement in SI.

Parts Information

Part Number	Description	Qty
22778021	LOCK ASM-RR S/D (LH)	1
22778022	LOCK ASM-RR S/D (RH)	1
22778023	LOCK ASM-FRT S/D (LH)	1
22778024	LOCK ASM-FRT S/D (RH)	1
20857749	HANDLE ASM-FRT S/D O/S (Left)	1
20857696	HANDLE ASM-RR S/D O/S (Left)	1
20857697	HANDLE ASM-RR S/D O/S, Frt and RR S/D O/S (Right)	2

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time	Material Allowance
B6814*	Replace All Four Door Locks And Handles	2.8 hrs	N/A
Add # 1	TO COLOR/ CLEAR COAT - ALL	0.6 hr	(GE)
Add # 2	WITH TRI-COAT/ TINT COAT	0.6 hr	(GB)

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 It will not be published in the Labor Time Guide.

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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