



Service Bulletin

File in Section: -

Bulletin No.: PIC5752

Date: October, 2012

PRELIMINARY INFORMATION

Subject: Front Floor Console Front Compartment Wont Close Or Wont Open

Models: 2013 Cadillac ATS

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

A customer may comment the lower / bottom storage compartment (Front Floor Console Front Compartment or "ashtray") door either won't open or won't stay closed.

Recommendation/Instructions

Important: This PI applies to the manually operated lower / bottom storage compartment ("ashtray"); NOT the motorized upper compartment behind the HVAC/Radio controls Integrated Center Stack (ICS).

Replace the compartment with a revised part available through the WPC. The WPC part number is WPC653 Front Compartment Bin. Follow procedures for Front Floor Console Front Compartment Replacement found in SI.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
C2719	Front Floor Console Front Compartment Replacement	Use Published Labor Operation Time

Use the attached form to request parts from the WPC:

For complete form, do not enlarge (zoom in) before printing from SI.

WPC Parts Request Form

To: Warranty Parts Center
"E-Mail" warrantypartscenterusa@gm.com
or WPC Fax #: 248-371-0192

Attn: Jeanette Dunn

Part Being Requested:

(1)WPC #

(2)WPC #

(3)WPC #

(4)WPC #

(5)WPC #

(6)WPC #

Dealer BAC (U.S.) / Dealer Code (Canada):

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

If you do not receive the part within 2 business days after emailing or faxing your part request to the Warranty Parts Center, please call Customer Assistance at 248-371-9901/9902