



Service Bulletin

File in Section: -

Bulletin No.: PIC5912

Date: September, 2013

PRELIMINARY INFORMATION

Subject: Diagnostic Tip - Loss Of Glove Box Operation Perform Manual Release Method

Models: 2014 Cadillac CTS Sedan

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

Condition/Concern

A customer may comment that the glove box is inoperative. To open the glove box door manually follow the instructions below.

Recommendation/Instructions

Please remove the right Instrument Panel Outer Trim Cover. Locate the plastic nut (14mm - 6 point socket) on the glove box motor assy. Refer to locator number 1 in picture below. Rotate the nut counter-clockwise to release the glove box door.



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Parts Information

excel sheet

Warranty Information

The correction for this concern may be one of several repairs. For vehicles repaired under warranty, please use the appropriate warranty labor operation based on the original cause in addition to well documented straight time.

ADDITIONAL SI KEYWORDS:

compartment cover electric IP

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.