



Service Bulletin

PRELIMINARY INFORMATION

Subject: TAC Part Restriction - XTS Glove Box Assembly

Models: 2013 Cadillac XTS

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

Condition/Concern

As part of our ongoing quality improvement efforts, the following glove box assembly part numbers are currently restricted through the Technical Assistance Center (TAC):

23128564

23128565

23128566

23128567

23128568

23128569

Recommendation/Instructions

Before considering glove box replacement, review the latest version of Service Update 12259, document all of your results, and repair as necessary. If the concern is still present or if the diagnosis leads to glove box replacement, contact TAC (Technical Assistance Center) to review your test results.

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.

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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