



# Service Bulletin

## PRELIMINARY INFORMATION

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

**Models:** 2014 Cadillac CTS Sedan

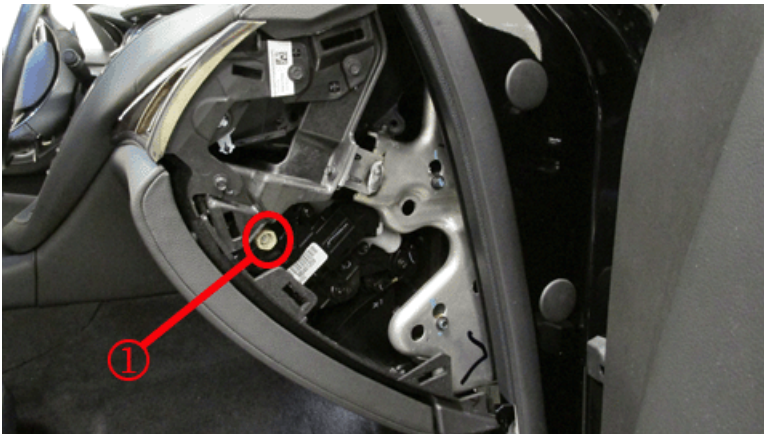
The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### 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.



### 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.

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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