



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Intermittent, Partial, or No Power Glove Box Function  
Expires with Base Warranty

**MODELS:** 2013 Cadillac XTS

**This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.**

### PURPOSE

This bulletin provides a service procedure to inspect the glove box operation on **certain** 2013 model year Cadillac XTS vehicles. If the glove box is misaligned, has side rib interference, or cam/cable adjustment issues, it could cause the glove box to not open or release only one side when the electrical release switch is pushed.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

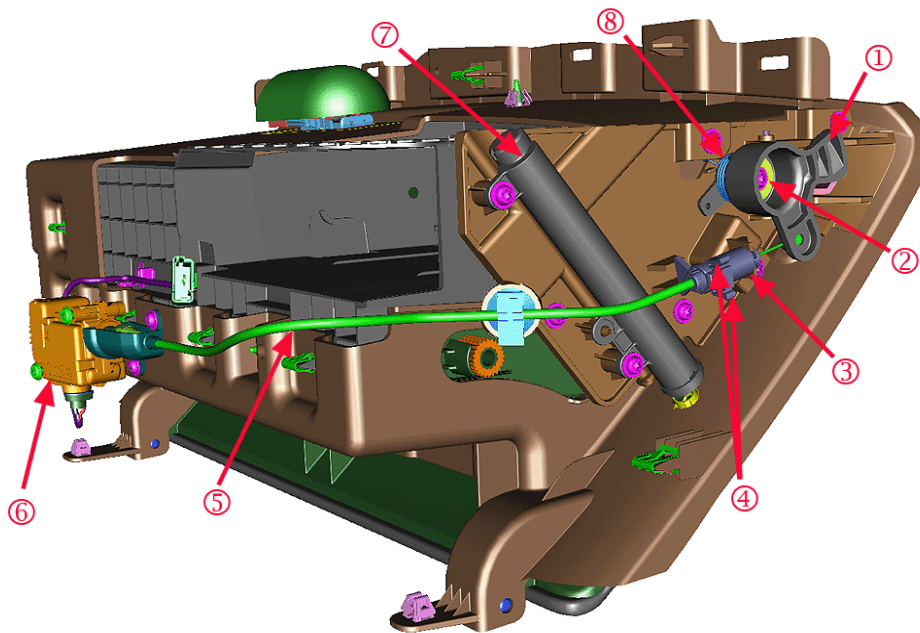
Additionally, a list of involved vehicles currently in dealer inventory is available on the "Service Update Bulletin Information" link under the "Service" tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

## PART INFORMATION

Very few vehicles are expected to require replacement of the glove box compartment. If the inspection determines replacement is required, please order the appropriate part from General Motors Customer Care and Aftersales (GMCC&A). Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

## SERVICE PROCEDURE

Figure 1 – XTS Power Glove Box Assembly



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- (1) Actuator Cam
- (2) Cam Tension Screw
- (3) Actuator Cable Adjuster
- (4) Cable Adjuster Set Buttons
- (5) Actuator Cable
- (6) Actuator
- (7) Dampener Assembly
- (8) Cam Return Spring

Preliminary Electrical Check



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**Note:**

If the electrical switch is inoperative, or the glove box door is not releasing on either side, the door can be opened by inserting a small screwdriver, or similar tool, into the right side latch opening (1) and manually tripping the release.

Operate the glove box door electrical switch and listen for the sound of the actuator motor cycling.

- If you can hear the actuator cycling, move to Step 1 of the repair table below to verify if further repairs are necessary.
- If you cannot hear the actuator cycling, inspect the electrical connections to verify power to the glove box door actuator. Re-try the door after power to the actuator is established. If the door opens/unlatches, move to Step 1 of the repair table below. If power is verified and the actuator does not function, refer to I/P Compartment Door Latch Release Malfunction in SI.

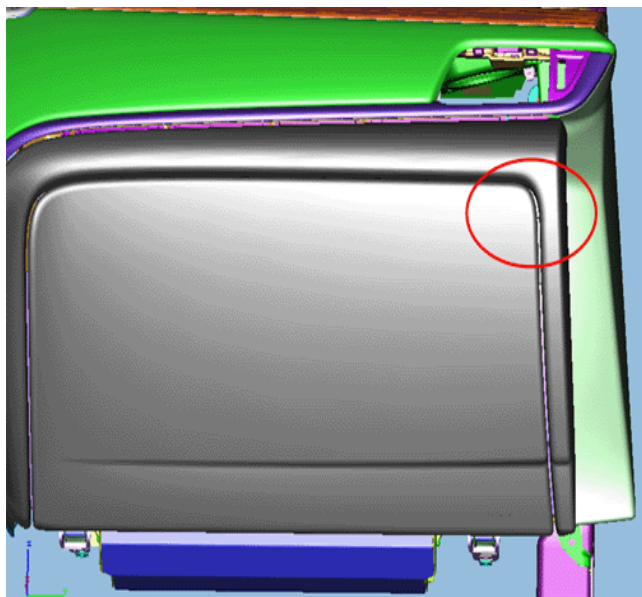
| Step                                                                                                                                                                         | Action                                                                                                                                                                                                                                       | Yes       | No                                        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-------------------------------------------|
| <p><b>Important:</b> The test for correct operation should be done with the glove box assembly snapped into position in the I/P and the actuator connection established.</p> |                                                                                                                                                                                                                                              |           |                                           |
| 1                                                                                                                                                                            | <p>Operate the glove box door electrical switch. Proper function is defined as ten successful open/close cycles.</p> <p>Does the door open completely ten times?</p> <p>Manually close the door. Does the door latch securely ten times?</p> | System OK | <p>Go to Step #5</p> <p>Go to Step #2</p> |

|   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                        |                                                                                   |
|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| 2 | <p>If the outboard top corner of the glove box is rearward of the surrounding surface, verify lack of latch engagement by pulling on the corner of the glove box (see Figure #2).</p> <p>Does the outboard corner of the door easily move rearward?</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <p>For vehicles built prior to October, 15 2012 Go to Step #3</p> <p>For vehicles built on or after October, 15 2012 Go to Step #8</p> | Go to Step #4                                                                     |
| 3 | <p>Complete the following lower air bag/bracket adjustment procedure (see Figure #3):</p> <ul style="list-style-type: none"> <li>• Remove the right side I/P insulator (hush) panel and 2 retaining screws.</li> <li>• Loosen the two nuts (1) that attach the passenger side lower air bag module (2) and support bracket (3).</li> <li>• Push the bracket and air bag as far to the right (outboard) as possible.</li> <li>• Rotate the bracket by pushing the bracket forward in vehicle on the right side and pulling rearward on the left (inboard) side.</li> <li>• <b>While still holding the bracket in this position</b>, re-tighten the two nuts.</li> <li>• Re-install the hush panel and screws.</li> </ul> <p>Re-try the door. Does the door latch completely?</p> | Go to Step #4                                                                                                                          | Problem is inside the sealed door assembly and cannot be repaired. Go to Step #15 |
| 4 | <p>Repeat opening and closing the door ten times.</p> <p>Does the door operate correctly for ten iterations?</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | System OK                                                                                                                              | Go to Step #5                                                                     |
| 5 | Does the outboard side of glove box door disengage, but the inboard side does not?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p>For vehicles built prior to October, 15 2012 Go to Step #7</p> <p>For vehicles built on or after October, 15 2012</p>               | Go to Step #6                                                                     |

|    |                                                                                                                                                                                                          |                                                                                       |                                                                                                                                       |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
|    |                                                                                                                                                                                                          | Go to Step #8                                                                         |                                                                                                                                       |
| 6  | Does the inboard side of glove box door disengage, but the outboard side does not?                                                                                                                       | Problem is inside the sealed door assembly and cannot be repaired.<br>Go to Step #15  | For vehicles built prior to October, 15 2012<br>Go to Step #7<br><br>For vehicles built on or after October, 15 2012<br>Go to Step #8 |
| 7  | Check the ribs on the upper left inboard side of the glove box door (see Figure 4). Are they present?                                                                                                    | Cut or shave off the ribs using a sharp knife. Go to Step #8                          | Go to Step #10                                                                                                                        |
| 8  | Re-try the door; does the door open completely?                                                                                                                                                          | Go to Step #9                                                                         | Go to Step #10                                                                                                                        |
| 9  | Repeat opening and closing the door ten times.<br><br>Does the door operate correctly for ten iterations?                                                                                                | System OK                                                                             | Go to Step #10                                                                                                                        |
| 10 | Remove the glove box assembly and check the cam for looseness (see Figure 5).<br><br>Is the cam tight?                                                                                                   | Go to step #12                                                                        | Go to Step #11                                                                                                                        |
| 11 | Tighten the screw at the center of the cam ¼ turn, but verify the cam will return to the design position. Retry opening and closing the door.<br><br>Does the door operate correctly for ten iterations? | System OK                                                                             | Go to #12                                                                                                                             |
| 12 | Check to verify that the cable adjustment set clip is snapped down (see Figure 6)                                                                                                                        | Electrical, rib, cam, and adjustment problems have been eliminated.<br>Go to Step #15 | Go to Step #13                                                                                                                        |

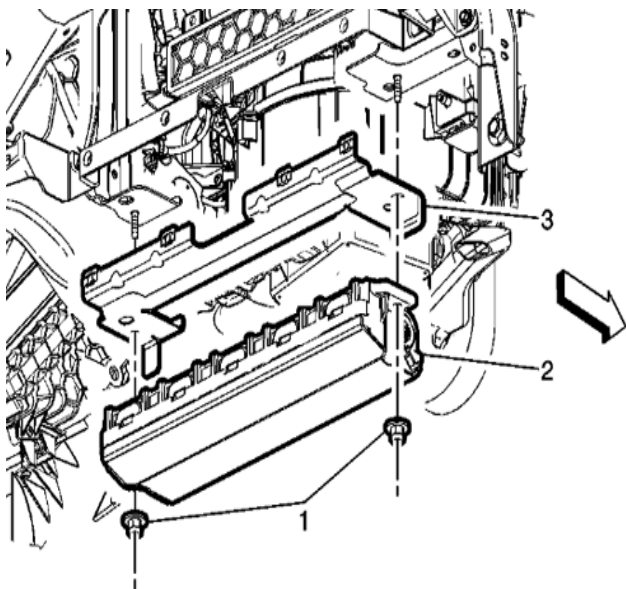
|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                |                                                                                                   |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------------------------------------------------------------------------------------------|
| 13 | <p>Complete the following cable adjustment procedure (see Figure 7):</p> <ul style="list-style-type: none"> <li>• Release the cable locking mechanism by pulling up the cable set buttons (cable should be free to move inside the retainer).</li> <li>• Align hole in cam to the hole in the glove box housing and set with a pin.</li> <li>• Once the cam position is set with a pin, the cable can be set statically by letting its own return spring set that length prior to clipping the locking feature (cable set clips) into place. Listen for an audible double-click.</li> </ul> <p><b>Note:</b> The actuator cable must be secured on both ends to function properly. Does the door open completely?</p> | Go to Step #14 | Electrical, rib, cam, and adjustment problems have been eliminated. Go to Step #15                |
| 14 | <p>Repeat opening and closing the door ten times.</p> <p>Does the door operate correctly for ten iterations?</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | System OK      | Go to Step #15                                                                                    |
| 15 | <p>Replace the glove box assembly. Refer to I/P Compartment Replacement in SI.</p> <p>Have the electrical, rib, cam, and adjustment problems been eliminated?</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Go to Step #16 | Repeat all the repair steps beginning with #1 until the door opens and closes properly ten times. |
| 16 | <p>Repeat opening and closing the door ten times.</p> <p>Does the door operate correctly for ten iterations?</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | System OK      | Repeat all the repair steps beginning with #1 until the door opens and closes properly ten times. |

Figure 2 – Latch Engagement Outboard Top Corner of Glove Box



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Figure 3 – Passenger Side lower Air Bag Bracket Adjustment



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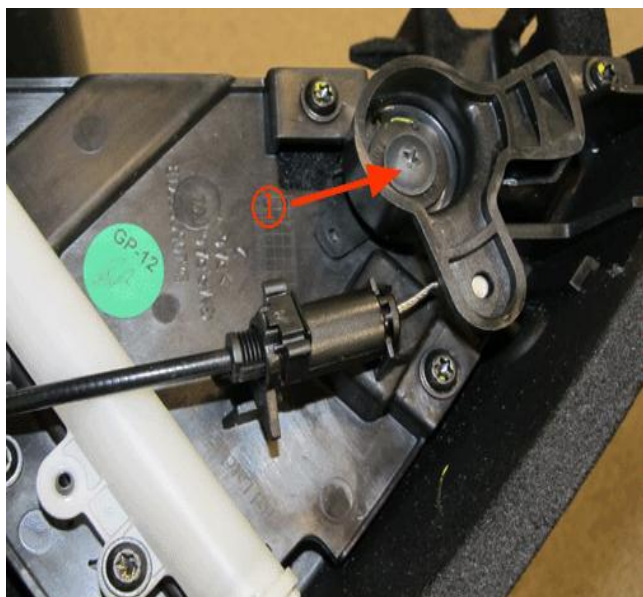
Figure 4- Inboard Ribs Removal



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Carefully cut or shave off the ribs (1) using a sharp knife.

Figure 5- Cam Tension Adjustment

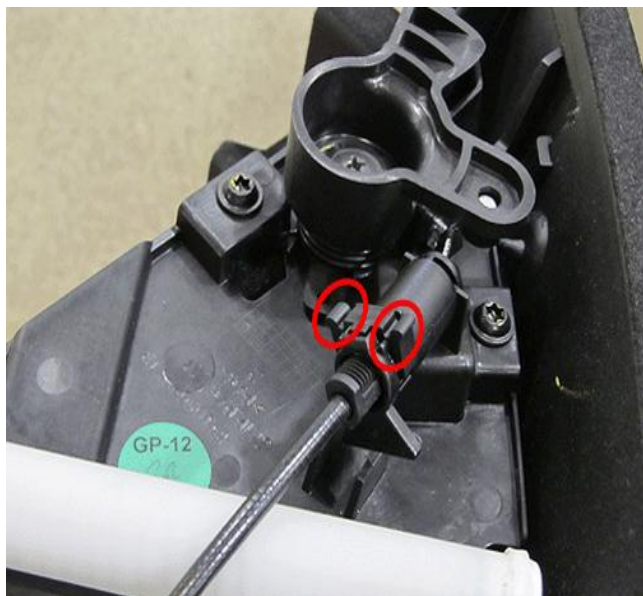


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(1) Cam Tension Screw



Figure 6- Cable Adjustment Set Clip



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Figure 7- Cam Align/Cable Adjust



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- (1) Cam Set Pin Hole
- (2) Press Locking Feature

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below.

| <b>Labor Code</b> | <b>Description</b>                                      | <b>Labor Time</b> | <b>Net Item</b> |
|-------------------|---------------------------------------------------------|-------------------|-----------------|
| V2745             | Inspect Glove Box Function                              | 0.2               | N/A             |
|                   | Add: Remove Ribs from Glove Box Door                    | 0.1               |                 |
|                   | Add: Adjust I/P Lower Airbag Bracket                    | 0.2               |                 |
|                   | Add: Replace Glove Box Assembly                         | 0.8               |                 |
|                   | Add: Remove/Install Glove Box, Adjust Cam/Tension Cable | 1.1               |                 |

**DEALER PROGRAM RESPONSIBILITY**

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

