



Service Bulletin

PRELIMINARY INFORMATION

Subject: One or More Outside Door Handle Lock/Unlock Buttons or Lights Inoperative and/or Moisture Found in Outside Door Handle Light

Models: 2013 Cadillac XTS
Equipped with Illuminated Outside Door Handles (RPO HD7)
Vehicles Built June 18, 2012 through August 1, 2012

Condition/Concern

Some customers may comment that one or more of the outside door handle lock/unlock buttons or lights are inoperative.

The cause of this condition may be water intrusion into the outside door handle button/light, causing corrosion.

Recommendation/Instructions

Current production outside door handles have improved water sealing for the switch. Depending on the build date of the vehicle, follow the repair information shown below.

Important: For these vehicles, the complete painted Warranty Parts Center (WPC) service part outside door handle assembly must be replaced. The improved design of the outside door handle housing is an important part of this repair, so DO NOT attempt to replace the outside door handle PCB circuit insert only.

For these vehicles, if a customer comes into a dealership with one or more outside door handles inoperative, the affected handle(s) should be replaced **along with** the outside door handle **cable** of that same door. Refer to Front and/or Rear Side Door Outside Handle Cable Replacement in SI.

Parts Information

To obtain the appropriate individual door handle in color, E-mail or fax the form included in this PI to the GM Warranty Parts Center (WPC). Request the WPC # for the appropriate application and configuration noted below:

Part Number	Description
20908478	CABLE, FRT S/D O/S HDL
20908479	CABLE, RR S/D O/S HDL
WPC #696*	Front Door Handle — Raven Black (RPO GBA)
WPC #697*	Rear Door Handle — Raven Black (RPO GBA)
WPC #698*	Front Door Handle — Crystal Red Tintcoat (RPO GBE)
WPC #699*	Rear Door Handle — Crystal Red Tintcoat (RPO GBE)
WPC #700*	Front Door Handle — White Diamond (RPO GBN)
WPC #701*	Rear Door Handle — White Diamond (RPO GBN)
WPC #702*	Front Door Handle — Radiant Silver (RPO GAN)
WPC #703*	Rear Door Handle — Radiant Silver (RPO GAN)
WPC #704*	Front Door Handle — Graphic Metallic (RPO GLJ)
WPC #705*	Rear Door Handle — Graphic Metallic (RPO GLJ)

*See form at end of bulletin for ordering instructions.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
B4362	Front Side Door Outside Handle Cable Replacement	Use Published Labor Operation Time*
B4724	Rear Side Door Outside Handle Cable Replacement	
* Labor time for door handle replacement is included in cable replacement time.		

IMPORTANT NOTE WHEN PRINTING THIS FORM: If the form prints out on two pages, make certain you fax BOTH pages so that the WPC receives all the needed information. Missing information will delay or prevent the part from being shipped.

Parts Request Form – Warranty Parts Center
<p>Use this form ONLY for U.S. and Canadian Dealers. Export markets and Mexico Dealers must contact their regional Technical Assistance Center for assistance.</p> <p>To: Warranty Parts Center</p> <p>e-mail: warrantypartscenterUSA@gm.com</p> <p>or WPC Fax: 248-371-0192</p> <p>Attn: Jeanette Dunn</p> <p>Part Being Requested (circle one) :</p> <p>WPC #696 for Front Door Handle — Raven Black (RPO GBA)</p> <p>WPC #697 for Rear Door Handle — Raven Black (RPO GBA)</p> <p>WPC #698 for Front Door Handle — Crystal Red Tintcoat (RPO GBE)</p> <p>WPC #699 for Rear Door Handle — Crystal Red Tintcoat (RPO GBE)</p> <p>WPC #700 for Front Door Handle — White Diamond (RPO GBN)</p> <p>WPC #701 for Rear Door Handle — White Diamond (RPO GBN)</p> <p>WPC #702 for Front Door Handle — Radiant Silver (RPO GAN)</p> <p>WPC #703 for Rear Door Handle — Radiant Silver (RPO GAN)</p> <p>WPC #704 for Front Door Handle — Graphic Metallic (RPO GLJ)</p> <p>WPC #705 for Rear Door Handle — Graphic Metallic (RPO GLJ)</p> <p>Dealer BAC (U.S.) / Dealer Code (Canada):</p> <p>Dealer Name:</p> <p>Dealer Address:</p> <p>Dealer Contact Person:</p> <p>Dealer Phone Number:</p> <p>Repair Order Number:</p> <p>Vehicle VIN:</p> <p>Important: If you do not receive the part within 2 business days after e-mailing or faxing your part request to the Warranty Parts Center, please call Customer Assistance at 248-371-9901/9902.</p> <p>IMPORTANT NOTE WHEN PRINTING THIS FORM: If the form prints out on two pages, make certain you fax BOTH pages so that the WPC receives all the needed information. Missing information will delay or prevent the part from being shipped.</p>