



Service Bulletin

File in Section: -

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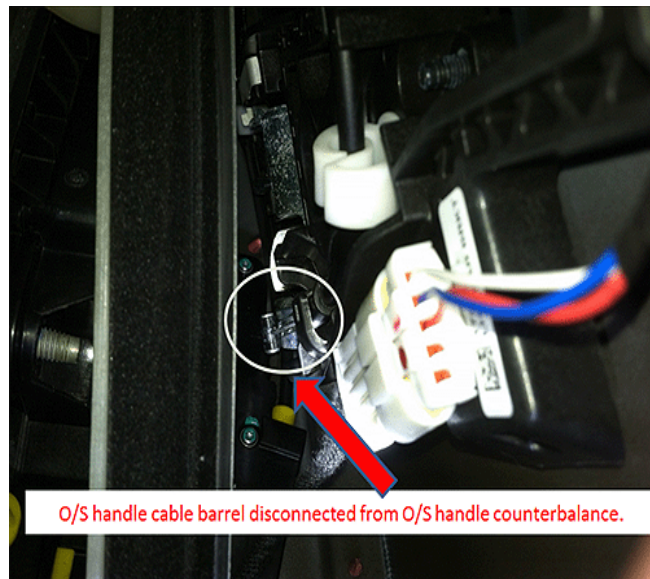
PRELIMINARY INFORMATION

Subject: Outside Door Handle(s) Inoperative

Models: 2013 Cadillac ATS Built Prior to November 12, 2012
2013 Cadillac XTS Built After June 15, 2012 and Prior to November 5, 2012

Condition/Concern

Some customers may comment that the front and/or rear side door will not unlatch or open when operating the outside handle. Operating the inside handle will unlatch and open the door.



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Excess grease in the outside handle cable can create slack in the cable during outside handle snap back (quick release). Slack in the cable can disconnect the cable from the outside handle.

Recommendation/Instructions

Note: Do not attempt to repair the condition by cleaning the grease from the existing cable. The excess grease is inside of the cable casing and is not serviceable.

Replace the side door outside handle cable on the affected door. Refer to Front Side Door Outside Handle Cable Replacement or Rear Side Door Outside Handle Cable Replacement in SI.

Parts Information

Part Number	Description
20908478	XTS Cable- Front Door Outside Handle
20908479	XTS Cable- Rear Door Outside Handle
20939720	ATS Cable- Front Door Outside Handle
20939721	ATS Cable- Rear Door Outside Handle

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	