



Service Bulletin



SERVICE UPDATE

**SUBJECT: Service Update for Inventory and Customer Vehicles
Inspect Seat Memory Switch Retention, if Equipped, and Replace Outside
Door Handles and Outside Door Handle Cables
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 contains 1 or 2 service procedures to be performed on **certain** 2013 Cadillac XTS vehicles.

1. On vehicles with the seat memory feature, inspect for the proper retention of the seat memory switch and, if necessary, secure the switch. Customers have commented that the seat memory switch button recesses into the door trim when pressed.
2. On all vehicles, replace all 4 outside door handle cables and all 4 outside door handles. If the cable disconnects, the outside door handle will not open the door, but the door can still be opened from inside the vehicle using the inside door handle. If water or moisture enters and remains in the printed circuit board housing, it could cause corrosion and prevent the door handle button and/or light from working properly.

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

Door handle kits required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. 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.

The Shim Stock, Kent Automotive part number P46500, can be obtained by contacting Kent Automotive at 1-88-YES-KENT or online at www.kent-automotive.com. Do not order the Shim Stock from GMCC&A.

Part Number	Description	Quantity/Vehicle
To be obtained from Kent Automotive	Kent Automotive Shim Stock, Part Number P46500 (5/15" thick, 3/4" wide)	1 (if req'd)
19300779	HANDLE KIT,FRT & RR S/D O/S (BLACK)	1
19300780	HANDLE KIT,FRT & RR S/D O/S (WHITE)	1
19300781	HANDLE KIT,FRT & RR S/D O/S (CRYSTAL CLART)	1
19300782	HANDLE KIT,FRT & RR S/D O/S (SILVER)	1
19300783	HANDLE KIT,FRT & RR S/D O/S (GRAY)	1
20908478	CABLE, FRT S/D O/S HDL	2
20908479	CABLE, RR, S/D O/S HDL	2

SERVICE PROCEDURE

1. Determine if the vehicle is equipped with the seat memory feature.
 - If the vehicle is equipped with the seat memory feature, proceed to Step 2.
 - If the vehicle is NOT equipped with the seat memory feature, proceed to *Front and Rear Side Door Outside Handle Cable Replacement and Outside Door Handle Replacement* in this bulletin.



(A) Good driver seat memory seat switch. (B) Driver seat memory seat switch requires repair. The buttons (1) are pushed into the door trim panel.

2. Inspect the driver seat memory seat switch buttons to determine if the switch buttons (1) are pushed into the door trim panel.
 - 2.1 Visually inspect condition of the driver seat memory seat switch buttons (1).

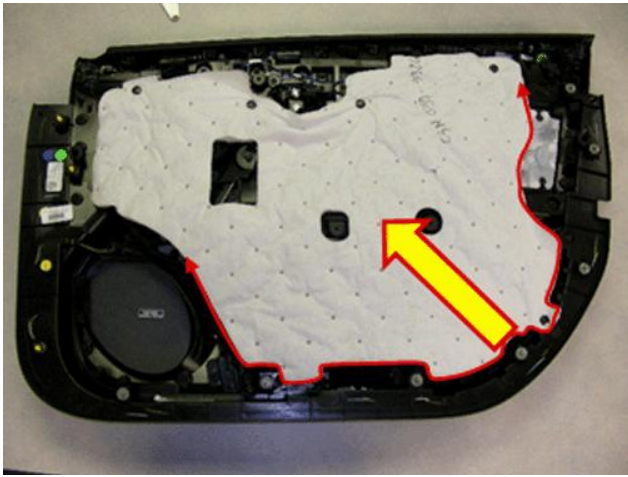


2.2 Firmly depress the driver seat memory seat switch buttons.

- If the driver seat memory seat switch buttons are not pushed into the door trim panel, no further action with the driver seat memory seat switch is required. Proceed to *Front and Rear Side Door Outside Handle Cable Replacement and Outside Door Handle Replacement* in this bulletin.
- If the driver seat memory seat switch buttons are pushed into the door trim panel, proceed to the next step.

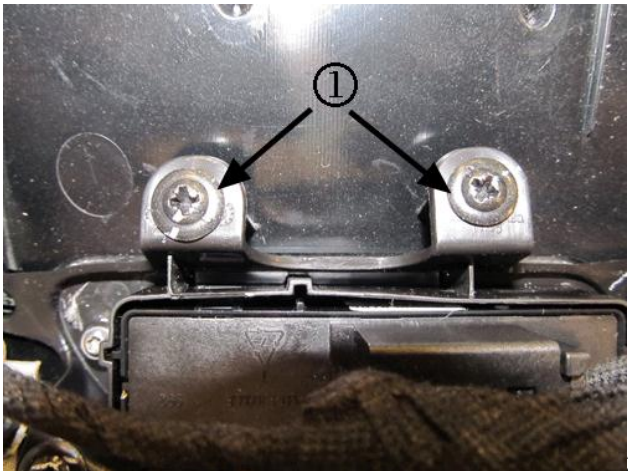
Note: The cause of this condition may be insufficient retention of the seat switch snap features to the switch bracket. Reposition the memory seat switch bracket and add an adhesive back shim stock. Refer to Steps 3-9.

3. Remove the driver door trim panel. Refer to *Front Side Door Trim Replacement* in SI.



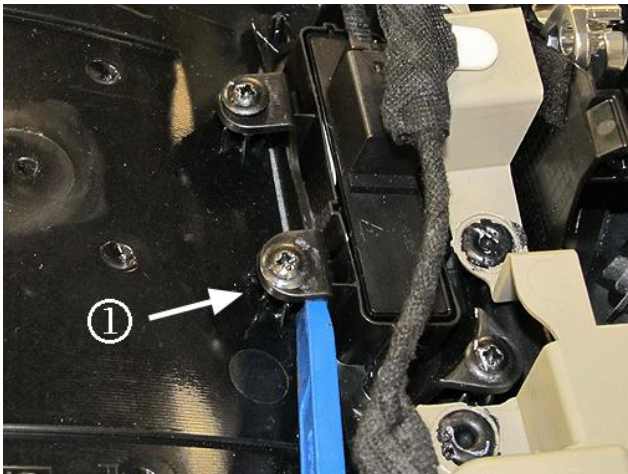
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- 4. Peel back the sound absorber material from the trim panel enough to access the memory seat switch.



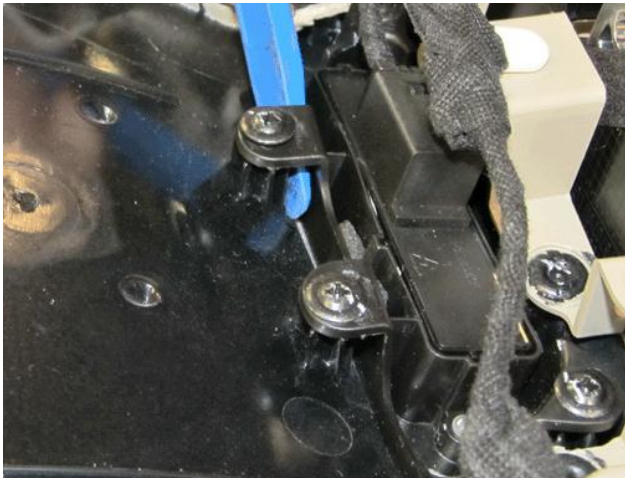
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- 5. Slightly loosen the two screws (1) retaining the seat switch bracket.
- 6. Fully seat the seat switch into the bracket, ensuring the snap features are engaged.



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- 7. Using a trim stick, or equivalent, lightly pry against the standing boss (1) forcing the outer wall to move tight against the switch. Tighten the screw.



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8. Repeat Step 7 at the other screw location.



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9. Using a trim stick, install approximately 7.5mm (0.30 in) length of Kent Automotive Adhesive back Shim Stock P/N 46500, or equivalent, between the inner and outer wall of the seat switch bracket at the location noted by the arrow in the graphic above.
10. Proceed to *Front and Rear Side Door Outside Handle Cable Replacement and Outside Door Handle Replacement* in this bulletin.

Front and Rear Side Door Outside Handle Cable Replacement and Outside Door Handle Replacement

Note: Review both service procedures in SI before replacing the outside door handle cables and outside door handles.

1. Replace front and rear side door outside handle cables. Refer to *Front and Rear Side Door Outside Handle Cable Replacement* in SI.
2. Replace all four outside door handles. Refer to *Front and Rear Side Door Outside Handle Replacement* in SI.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time	Net Item
V2699	Replace Outside Door Handle Cables and Outside Door Handles (all vehicles)	3.4	N/A
	Add: Inspect Seat Memory Switch (if equipped)	0.1	
	Add: Repair Memory Seat Switch (if equipped)	0.2	*

* The amount identified in "Net Item" should represent the actual sum total of the Shim Stock needed to perform the required repairs, not to exceed \$1.00 USD/CAD.

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.

