



# Service Bulletin

File in Section: -

Bulletin No.: PIC5752B

Date: August, 2013

## PRELIMINARY INFORMATION

**Subject:** Front Floor Console Front Compartment Wont Close Or Wont Open

**Models:** 2013 Cadillac ATS

**This PI was superseded to remove WPC ordering process. Please discard PIC5752A.**

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

### Condition/Concern

A customer may comment the lower / bottom storage compartment (Front Floor Console Front Compartment or "ashtray") door either won't open or won't stay closed.

### Recommendation/Instructions

**Important:** This PI applies to the manually operated lower / bottom storage compartment ("ashtray"); NOT the motorized upper compartment behind the HVAC/Radio controls Integrated Center Stack (ICS).

Remove the compartment following the procedures for Front Floor Console Front Compartment Replacement found in SI to inspect for any interference of the mechanism by the Accessory Power Outlet harness.

If the harness is misrouted, reroute the harness as necessary and reassemble the vehicle. No further repairs are required.

If the harness is not interfering with the door mechanism, then replace the compartment with a revised part available through Customer Care Aftersales (Parts Dept.). Follow the procedures for Front Floor Console Front Compartment Replacement found in SI.

### Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
1033710	Front Floor Console Front Compartment Replacement	0.9

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.