



Service Bulletin

PRELIMINARY INFORMATION

Subject: Unwanted Activation Of Hazard Flashers Or Glove Box Opening After Vehicle Is Shut Down

Models: 2014 Cadillac CTS Sedan, XTS

This PI was superseded to update repair and warranty information. Please discard PIC5936.

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

Condition/Concern

Some customers may notice that the Hazard Flashers may turn on after vehicle shut down or that the Glove Box may be open when they return to their vehicle. If the Hazard Switch sent the signal and the vehicle was left unattended too long, the battery may be dead.

Either switch may send a ground signal to the BCM when the vehicle powers down after being turned off. The BCM will see this ground signal as a button press and will actuate which ever controlled device the signal was received on.

Recommendation/Instructions

CTS Sedan: Please replace the Hazard Switch and/or Glove Box Switch (depending on customers concern) with a new designed switch. Reference the part matrix below. Switches can be ordered through GM Customer Care and Aftersales (CCA).

XTS: Parts are currently not available. This PI will be updated when parts become available.

Customer Information

Please communicate to the XTS Customers that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Parts Information

P/N	Description
23459786	Right Side 3 Button (Glove Box, Rear Park Assist and Automatic Park Assist)
23459787	Right Side 2 button (Glove Box and Rear Park Assist)
23459788	Left Side 2 Button (Hazard and Lane Detection Warning)
23459789	Left Side 1 Button (Hazard only)

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3430420	Instrument Panel Multifunction Switch Replacement	Use Published Labor Operation Time

ADDITIONAL SI KEYWORDS:

Glovebox

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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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