



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip - Center Console Electric Cup Holder Lid Inoperative

Models: 2014 - 2015 Cadillac CTS Sedan VIN A

This PI was superseded to update Model year. Please discard PIC5940.

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

Condition/Concern

A customer may comment that their center console electric lid is inoperative. If the lid is in the full open position and will not close, it may be because the customer has pushed the lid past the open stop. If the customer is aggressively pushing the lid open, the door may go up and over the stop.

Recommendation/Instructions

Gently pull up and towards the rear of the vehicle at the same time on the front of the door/lid, use a trim stick to gently pry up the rear portion of the door to lift the rear edge up and over the stop. This procedure should reposition the door to the correct side of the stop and should now operate correctly.

Please advise customer not to use excessive force while operating the door.

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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