



Service Bulletin

File in Section: 08 - Body and Accessories

Bulletin No.: 08-08-49-018E

Date: July, 2014

TECHNICAL

Subject: Scratches or Scuffs on Console, Center Stack, Door Panels and Steering Wheel Trim Panels (Polish Trim Panels)

Models: 2009-2015 Cadillac CTS-V (All Models)
2013-2015 Cadillac ATS, SRX, XTS
2014-2015 Cadillac CTS Sedan, ELR

This bulletin has been revised to add the 2014 and 2015 Model Years and add the Cadillac CTS Sedan and ELR. Please discard Corporate Bulletin Number 08-08-49-018D.

Condition

Some customers may comment on scratches or scuffs on the console, center stack, door panels and steering wheel trim panels. This condition may appear more evident on vehicles equipped with a high gloss Obsidian Black interior.

Cause

The high gloss finish on the console, center stack and steering wheel trim panels may tend to show more scratches. These scratches may be more noticeable due to certain usages (such as dragging items across the center console area, fingernail scratches around knobs or switches, etc.).

Correction

Note: Scratched, scuffed or nicked trim panel components are not to be replaced at GM's expense.

A GM authorized dealership or detail shop may polish out light scratches or scuffs on the trim panels at the dealer's or customer's expense. A GM-approved Cleaner Wax, P/N♦88865218 (in Canada, P/N 02675208), may be used on the high gloss trim panels to help maintain the gloss finish and remove scuffs.

Cleaning High Gloss Surfaces and Vehicle Information and Radio Displays



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For vehicles with high gloss surfaces or vehicle displays, use a microfiber cloth as shown in the illustration above to wipe surfaces. Before wiping the surface with the microfiber cloth, use a soft bristle brush to remove dirt that could scratch the surface. Then use the microfiber cloth by gently rubbing to clean. Never use window cleaners or solvents. Periodically hand wash the microfiber cloth separately, using mild soap. Do not use bleach or fabric softener. Rinse thoroughly and air dry before next use.

Important: Do Not attach a device with a suction cup to the display. This may cause damage and would not be covered by the warranty.

Parts Information

Part Number	Description
88865218 (in Canada, 02675208)	Cleaner Wax

Warranty Information

Please advise the customer that any physical damage such as scratches, scuffs or nicks to the trim panels are not covered under the terms of the New Vehicle Limited Warranty.

