



Program Bulletin



SB-10056450-4367

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Illuminated Door Handles

MODELS: 2015 Cadillac Escalade, Escalade ESV
Equipped with 1SC Package

CONDITION

Certain 2015 model year Cadillac Escalade and Escalade ESV vehicles, equipped with 1SC package, were built with door handles that do not illuminate.

CORRECTION

Dealers are to install illuminated door handles on all four doors.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel 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.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PART INFORMATION

Parts required to complete this program 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.

Part Number	Description	Quantity/Vehicle
13589939	INSERT, FRONT SIDE DOOR OUTSIDE HANDLE	2
13589942	INSERT, REAR SIDE DOOR OUTSIDE HANDLE	2

SERVICE PROCEDURE

Use the following steps to remove all 4 outside door handles and install illuminated door handle inserts.

1. Remove the two front door outside handles. Refer to *Front Side Door Outside Handle Replacement (with ATH)* in SI.

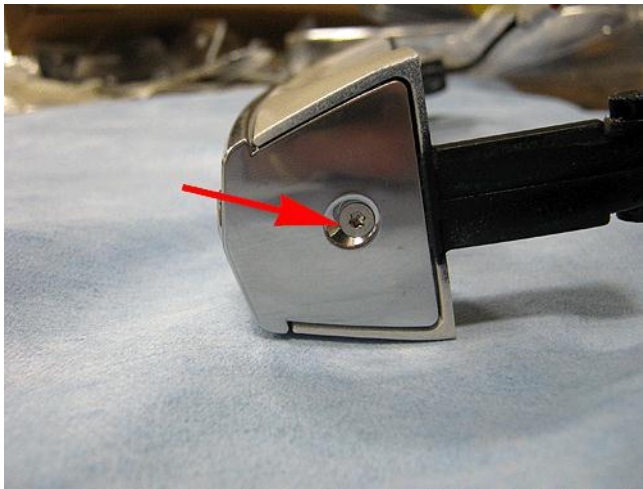


NOTE: The left front door may have an anti-tamper bracket around the lock. This is indicated by two screws in the door frame area. Remove these screws along with one internal fastener and reposition the bracket to allow access to the door lock cylinder screw.

2. Remove the two rear door outside handles. Refer to *Rear Side Door Outside Handle Replacement (with ATH)* in SI.

NOTE: It is not necessary to remove the rear side door window rear channel.

With the handles removed and on the bench, perform the following steps.



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3. Remove the fastener at the rear of the handle.



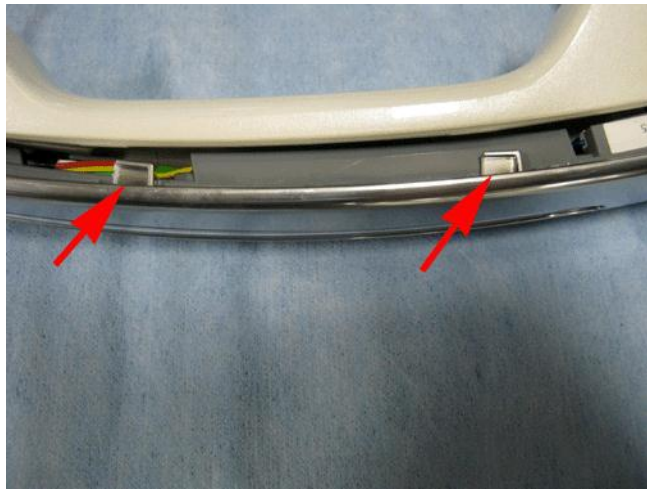
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4. Slide the insert out of the handle.



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5. Install the new illuminated insert. Route the wiring harness through the handle seal as shown. The front door illuminated inserts have a 5 wire harness and connector, the rear door illuminated inserts have a 3 wire harness and connector.



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6. Ensure the 4 side attachment slots are aligned and fully engaged.
7. Reinstall the two front door outside handles. Refer to *Front Side Door Outside Handle Replacement (with ATH)* in SI (Reinstall the anti-tamper bracket if required). Ensure the illumination wiring harness is connected.
8. Reinstall the two rear door outside handles. Refer to *Rear Side Door Outside Handle Replacement (with ATH)* in SI. Ensure the illumination wiring harness is connected.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9100931	Install Four Illuminated Outside Door Handle Inserts	2.2

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



October 2014

Dear General Motors Customer:

We have learned that your 2015 model year Cadillac Escalade or Escalade ESV was built with door handles that do not illuminate.

Your satisfaction with your Escalade or Escalade ESV is very important to us, so we are announcing a program to correct this condition.

What We Will Do: Your GM dealer will install illuminated door handles on all four doors. This service will be performed for you at **no charge**.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Cadillac vehicle provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services