



Service Bulletin

File in Section: -

Bulletin No.: PI0778A

Date: November, 2014

PRELIMINARY INFORMATION

Subject: Repair Guidelines for Intermittent, Partial or No Power Glove Box Function

Models: 2013-2014 Cadillac XTS
Built Prior to February 1, 2014

This PI has been revised to add the 2014 Model Year and update the Warranty Information.
Please discard PI0778.

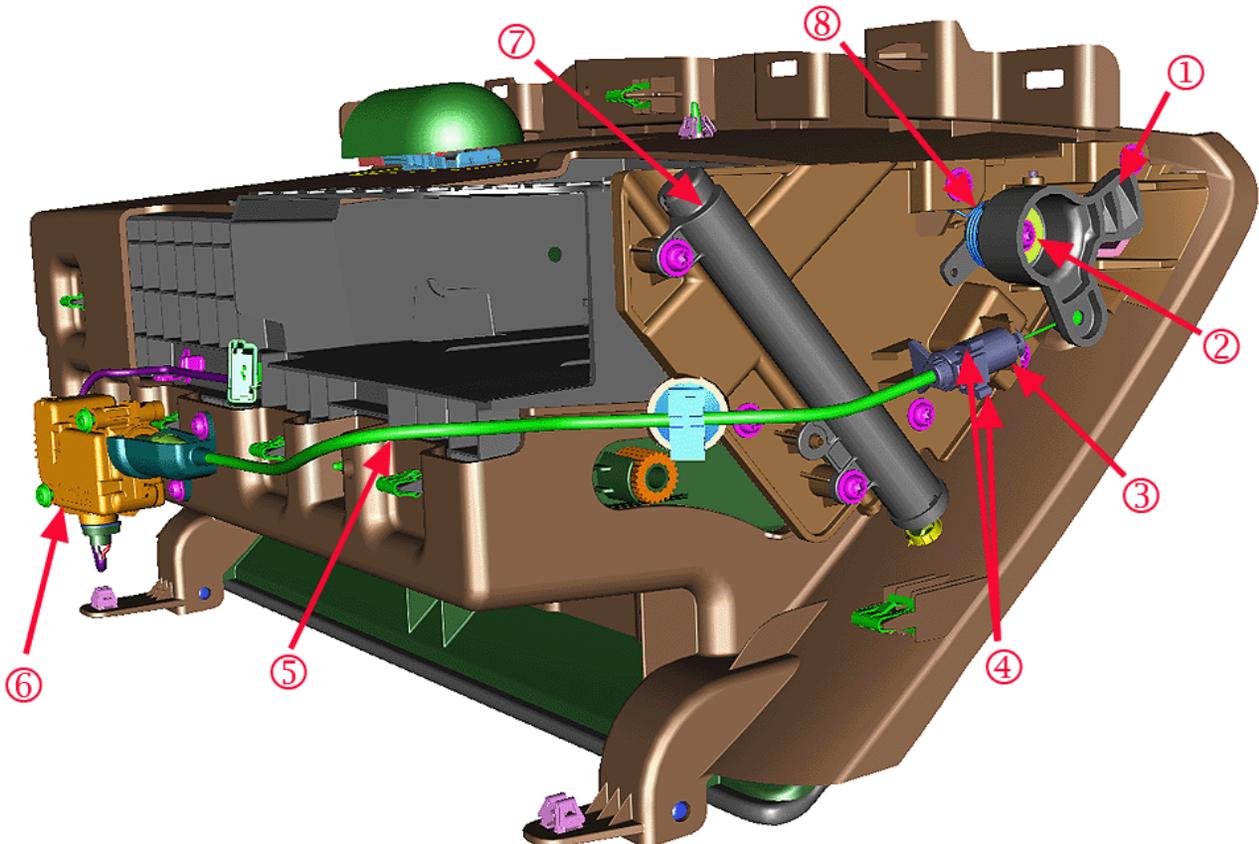
Condition/Concern

Some customers may comment that the glove box door electrical switch is inoperative, or that the glove box door latch releases on one side, but not the other.

The cause of this condition may be glove box alignment, side rib interference or cam/cable adjustment issues noted in the repair procedure below.

Recommendation/Instructions

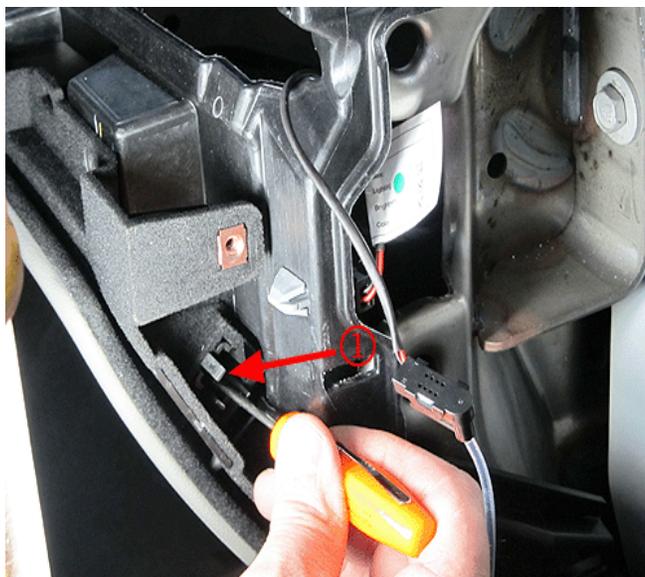
Figure 1 – XTS Power Glove Box Assembly



Legend

- (1) Actuator Cam
- (2) Cam Tension Screw
- (3) Actuator Cable Adjuster
- (4) Cable Adjuster Set Buttons
- (5) Actuator Cable
- (6) Actuator
- (7) Dampener Assembly
- (8) Cam Return Spring

Preliminary Electrical Check



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Tip: If the electrical switch is inoperative, or the glove box door is not releasing on either side, the door can be opened by inserting a small screwdriver, or similar tool, into the right side latch opening (1) and manually tripping the release.

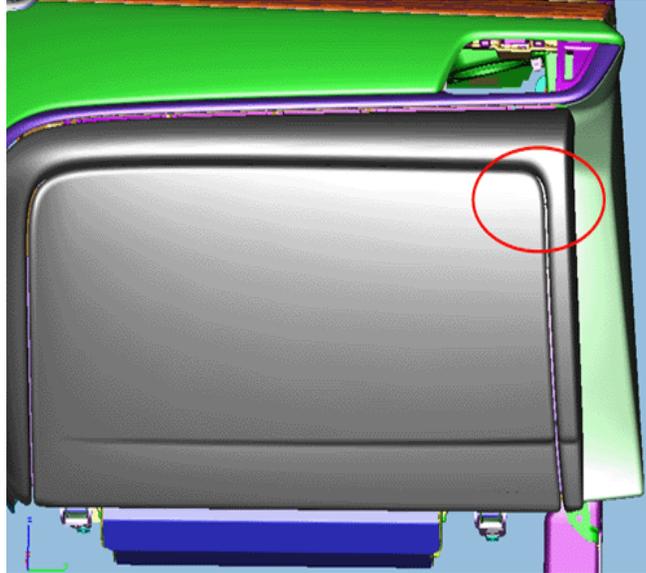
Operate the glove box door electrical switch and listen for the sound of the actuator motor cycling.

- If you can hear the actuator cycling, move to Step 1 of the repair table below to verify if further repairs are necessary.
- If you cannot hear the actuator cycling, inspect the electrical connections to verify power to the glove box door actuator. Re-try the door after power to the actuator is established. If the door opens/unlatches, move to Step 1 of the repair table below. If power is verified and the actuator does not function, refer to I/P Compartment Door Latch Release Malfunction in SI.

Step	Action	Yes	No
Important: The test for correct operation should be done with the glove box assembly snapped into position in the I/P and the actuator connection established.			
1	Operate the glove box door electrical switch. Does the door open completely?	Go to Step #2	Go to Step #6
2	Does the door latch completely?	Go to Step #5	Go to Step #3
3	If the outboard top corner of the glove box is rearward of the surrounding surface, verify lack of latch engagement by pulling on the corner of the glove box (see Figure #2). Does the outboard corner of the door easily move rearward?	Go to Step #4	Go to Step #5
4	Complete the following lower air bag/bracket adjustment procedure (see Figure #3): <ul style="list-style-type: none"> • Remove the right side I/P insulator (hush) panel and 2 retaining screws. Note: DO NOT completely remove the air bag/bracket nuts. <ul style="list-style-type: none"> • Loosen the two nuts (1) that attach the passenger side lower air bag module (2) and support bracket (3). 	Go to Step #5	Problem is inside the sealed door assembly and cannot be repaired. Go to Step #16

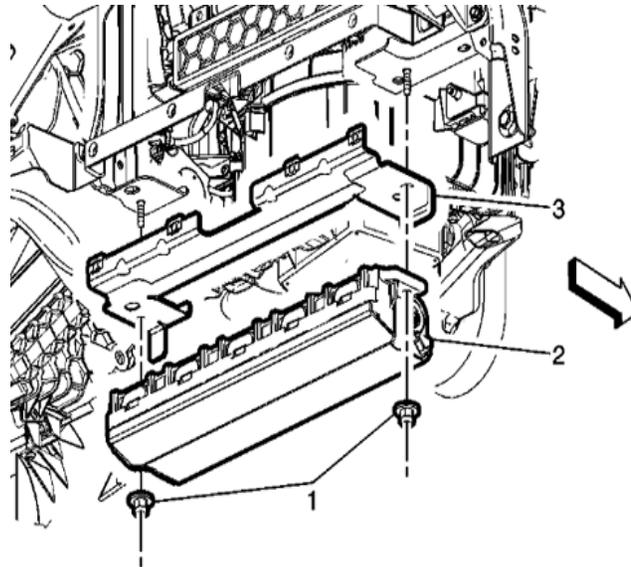
Step	Action	Yes	No
	<ul style="list-style-type: none"> • Push the bracket and air bag as far to the right (outboard) as possible. • Rotate the bracket by pushing the bracket forward in vehicle on the right side and pulling rearward on the left (inboard) side. • While still holding the bracket in this position, re-tighten the two nuts. <p>Tighten Tighten the nuts to 9 N•m (80 lb in).</p> <ul style="list-style-type: none"> • Re-install the hush panel and screws. <p>Re-try the door. Does the door latch completely?</p>		
5	Repeat opening and closing the door ten times. Does the door operate correctly for ten iterations?	System OK	Go to Step #6
6	Does the outboard side of glove box door disengage, but the inboard side does not?	Go to Step #8	Go to Step #7
7	Does the inboard side of glove box door disengage, but the outboard side does not?	Problem is inside the sealed door assembly and cannot be repaired. Go to Step #15	Go to Step #8
8	Check the ribs on the upper left inboard side of the glove box door (see Figure 4). Are they present?	Cut or shave off the ribs using a sharp knife. Go to Step #9	Go to Step #11
9	Re-try the door; does the door open completely ?	Go to Step #10	Go to Step #11
10	Repeat opening and closing the door ten times. Does the door operate correctly for ten iterations ?	System OK	Go to Step #11
11	Remove the glove box assembly and check the cam for looseness (see Figure 5). Is the cam tight?	Go to step #13	Go to Step #12
12	Tighten the screw at the center of the cam ¼ turn, but verify the cam will return to the design position. Retry opening and closing the door. Does the door operate correctly for ten iterations?	System OK	Go to #13
13	Check to verify that the cable adjustment set clip is snapped down (see Figure 6)	Electrical, rib, cam, and adjustment problems have been eliminated. Go to Step #16	Go to Step #14
14	Complete the following cable adjustment procedure (see Figure 7): <ul style="list-style-type: none"> • Release the cable locking mechanism by pulling up the cable set buttons (cable should be free to move inside the retainer). • Align hole in cam to the hole in the glove box housing and set with a pin. • Once the cam position is set with a pin, the cable can be set statically by letting its own return spring set that length prior to clipping the locking feature (cable set clips) into place. Listen for an audible double-click. <p>Note: The actuator cable must be secured on both ends to function properly.</p> <p>Does the door open completely ?</p>	Go to Step #15	Electrical, rib, cam, and adjustment problems have been eliminated. Go to Step #16
15	Repeat opening and closing the door ten times. Does the door operate correctly for ten iterations?	System OK	Go to Step #16
16	Replace the glove box assembly. Refer to I/P Compartment Replacement in SI. Have the electrical, rib, cam, and adjustment problems been eliminated?	Go to Step #17	Repeat all the repair steps beginning with #1 until the door opens and closes properly ten times.
17	Repeat opening and closing the door ten times. Does the door operate correctly for ten iterations?	System OK	Repeat all the repair steps beginning with #1 until the door opens and closes properly ten times.

Figure 2 – Latch Engagement Outboard Top Corner of Glove Box



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Figure 3 – Passenger Side lower Air Bag Bracket Adjustment



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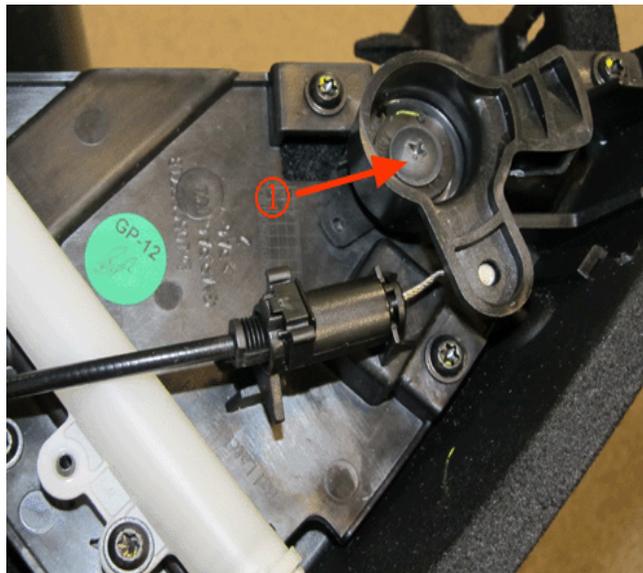
Figure 4– Inboard Ribs Removal



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Carefully cut or shave off the ribs (1) using a sharp knife.

Figure 5– Cam Tension Adjustment

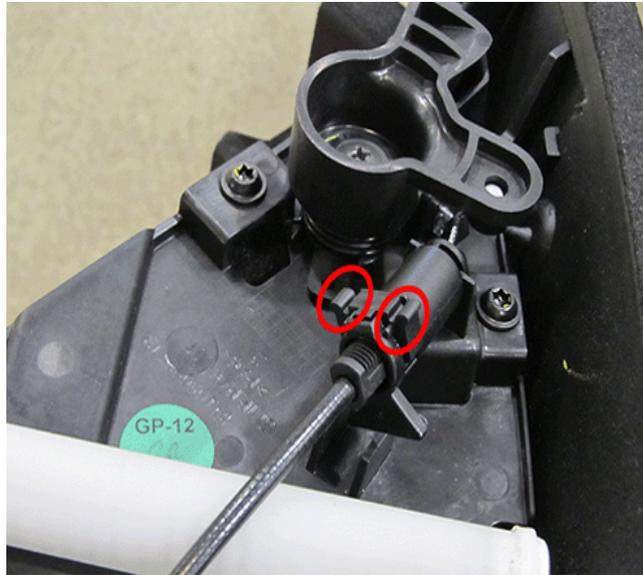


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Legend

(1) *Cam Tension Screw*

Figure 6– Cable Adjustment Set Clip



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Figure 7– Cam Align/Cable Adjust



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Legend

- (1) *Cam Set Pin Hole*
- (2) *Press Locking Feature*

Parts Information

For part numbers and usage, refer to Group 10.260 of the appropriate GM Parts Catalog.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
1080208*	Inspect, Diagnose, Repair Power Glove Box Assembly	Submit Actual Clock Time
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		