



# Service Bulletin

File in Section: -

Bulletin No.: PIC5963

Date: February, 2014

## PRELIMINARY INFORMATION

**Subject:** Front Seat Back Panel Falling Off

**Models:** 2014 Cadillac CTS Sedan

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

### Condition/Concern

A customer may comment the front seat back cover is falling off or does not stay on the seat back. The cause may be the retaining tabs were damaged or broken during assembly.

### Recommendation/Instructions

If the tabs are broken, do not assume the customer caused the damage. Replace the seat back cover and submit the warranty claim as a "customer enthusiasm" claim type.

### Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
7022000	Front Seat Back Cushion Finish Panel Replacement	Use Published Labor Operation Time

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.