



Service Bulletin

PRELIMINARY INFORMATION

Subject: Trunk Does Not Open With Key Fob Touchpad Or Inside Release Button

Models: 2015 - 2016 ATS Cadillac Coupe
2016 Cadillac ATS V Coupe
2014 - 2016 Cadillac CTS Sedan
2014 - 2016 Cadillac CTS V Sport

This PI was superseded to to add further corrective action, additional models, and 2016 model year. Please discard PIC6099.

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

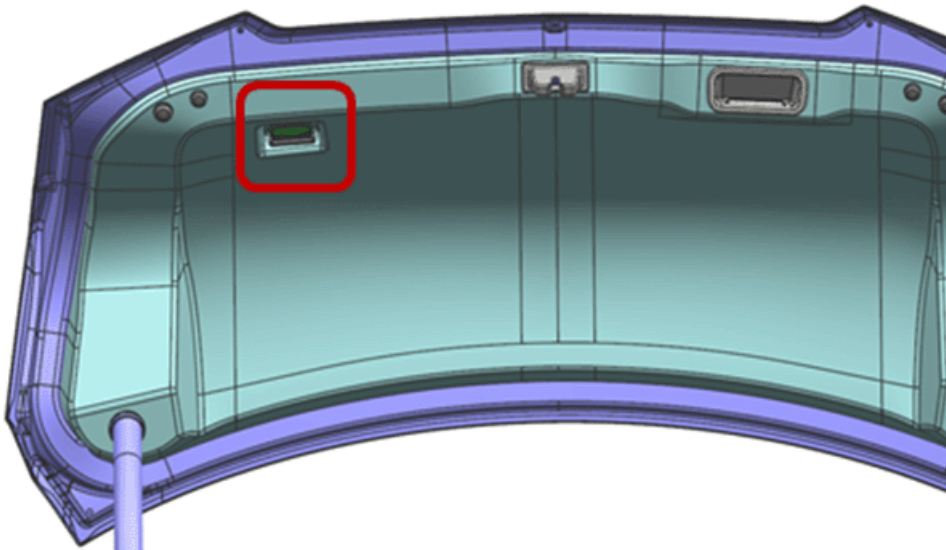
Condition/Concern

Trunk does not open with key fob, touch-pad or inside release button on the drivers door panel. A low volume audible click can be heard. The ETR (Emergency Trunk Release) handle may have been pulled or pushed out of position by items in the trunk

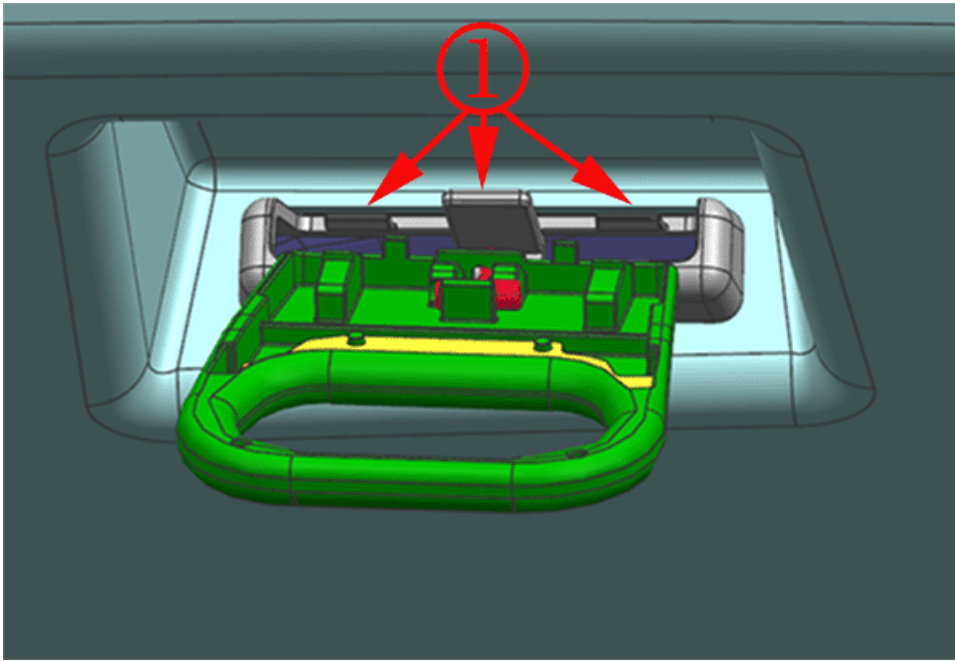
Important: : If this condition is present it is necessary to enter the trunk through the rear seat access and pull the ETR handle.

Recommendation/Instructions

The Emergency Trunk Release (ETR) handle bezel may have been positioned incorrectly where it comes through the opening in the deck lid liner or there maybe interference from the deck-lid liner.



Using the image below as reference check the orientation of the tabs on the bezel. Are the three tabs on the retainer visible or are they obscured by the carpet?



Interference from the trim can cause the handle and cable to bind. Any sort of preload on the ETR cable will not allow the latch to release when any of the electric switches are used.

Remove the trunk lid liner and ETR.

Using the images below as reference, on the back side of the liner, mark off and remove a 5mm (1) rectangle along the flat surface of the deck lid liner.

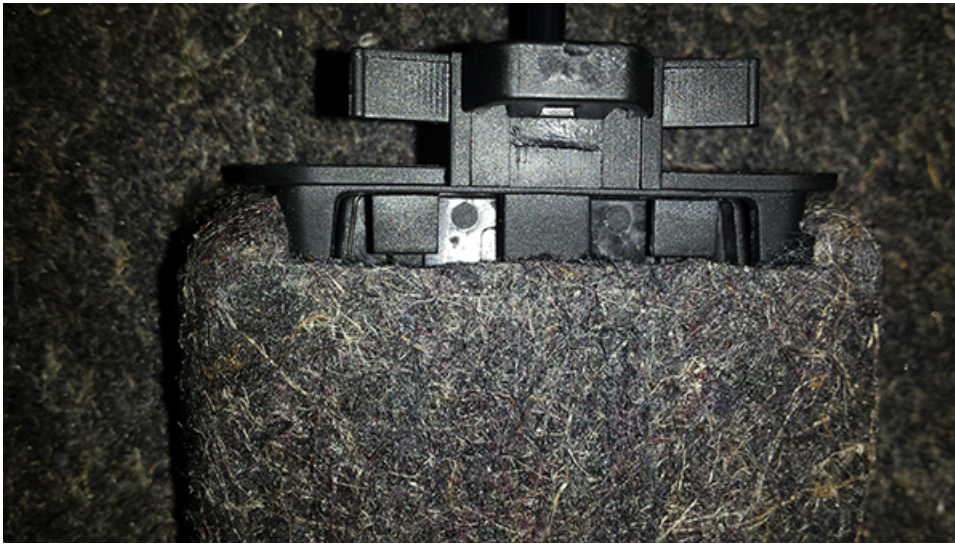
Do not extend past the where the corners of the bezel would be.

The handle has been removed from the image for clarity.



After removal of the material from the truck lid liner and installation of the bezel and ETR the assembly.

See photo below.



Reinstall liner, ETR and bezel and confirm smooth operation.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2080568*	Reposition Emergency Trunk Release Handle Bezel	0.4 hr
* This is a unique labor operation for bulletin use only. This will not be published in the Labor Time Guide.		

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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