



Service Bulletin

PRELIMINARY INFORMATION

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

Models: 2015 Cadillac ATS Coupe
2014 - 2015 Cadillac CTS Sedan

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, touchpad 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 ETR handle bezel may have been positioned incorrectly where it comes through the opening in the deck lid liner.

Using the photos below as reference, check the orientation of the tabs on the bezel. All 3 tabs should be visible inside the trunk

Photo # 1 shows proper positioning of the handle flat and snapped up into position.

Photo #2 shows the handle pulled down. Any sort of preload on the ETR cable will not allow the latch to release when any of the electric switches are used.

The handle must be physically pushed up and snapped into the bezel.





Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2080568*	Reposition Emergency Trunk Release Handle Bezel	0.3 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 This will not be published in the Labor Time Guide.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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