



Service Bulletin

PRELIMINARY INFORMATION

Subject: Rear Compartment of Front Floor Console Stuck in Open/Closed Position

Models: 2013-2015 Cadillac ATS
2013-2015 Cadillac CTS Sedan (VIN A)

Attention: This PI also applies to any of the above models that may be Export vehicles.

Condition/Concern

Some customers may comment that the rear compartment of the front floor console is stuck in the open or closed position and/or is binding during operation.



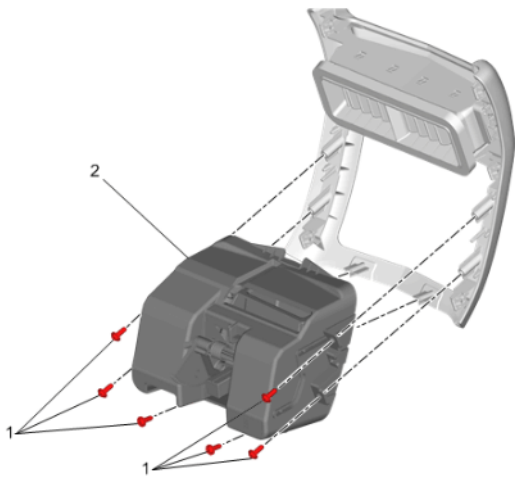
This may be caused by the front floor console rear compartment alignment pins becoming unseated. This can occur if the rear compartment is pushed or kicked.

Recommendation/Instructions

if this condition exists, follow the proper procedure below.

ATS Procedure

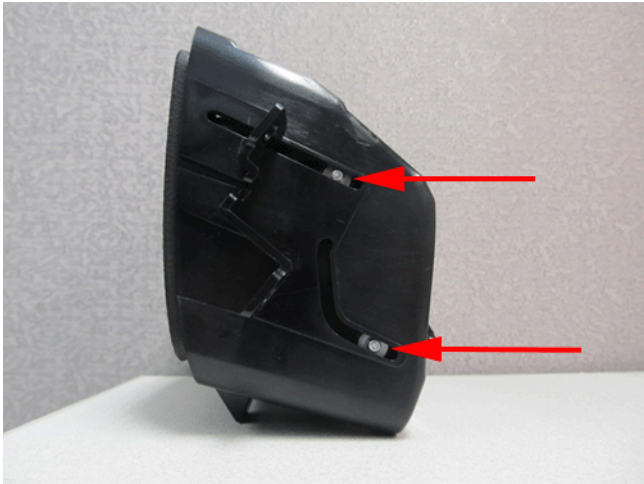
1. Remove the front floor console rear trim panel. Refer to Front Floor Console Rear Trim Panel/Cover Replacement in SI.



1. *Retaining Screws*

2. *Rear Compartment*

2. Remove the rear compartment from the front floor console by removing the 6 retaining screws as shown above.



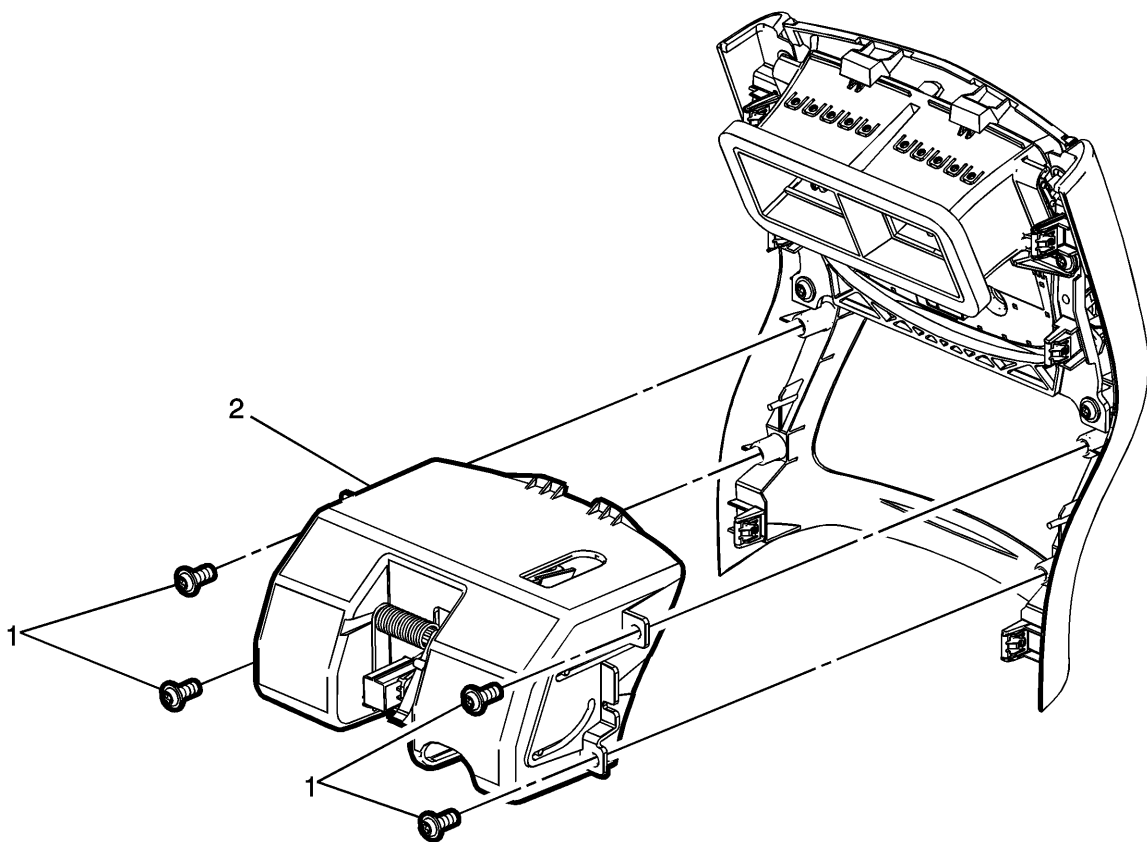
3. Inspect the 4 alignment pins for being out of place. If any of the alignment pins are out of position, the mechanism can be gently put back into position.

4. Visually inspect for any broken components. If any components are broken, replace the rear compartment.

5. Reinstall the rear compartment and test to verify that the compartment works as intended.

CTS Procedure

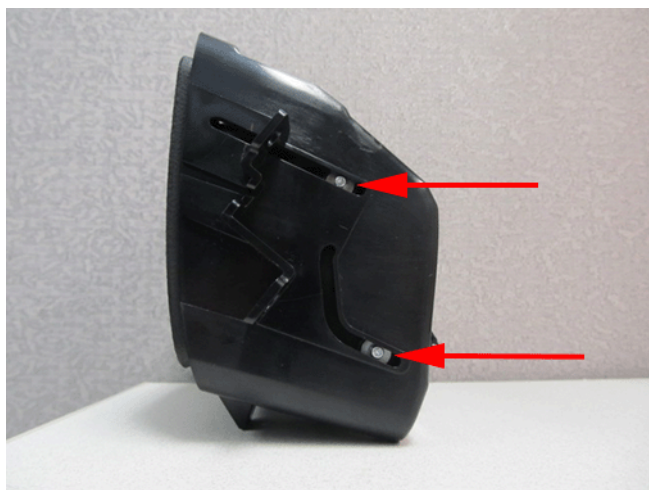
1. Remove the front floor console rear trim panel. Refer to Front Floor Console Rear Trim Panel/Cover Replacement in SI.



1. Retaining Screws

2. Rear Compartment

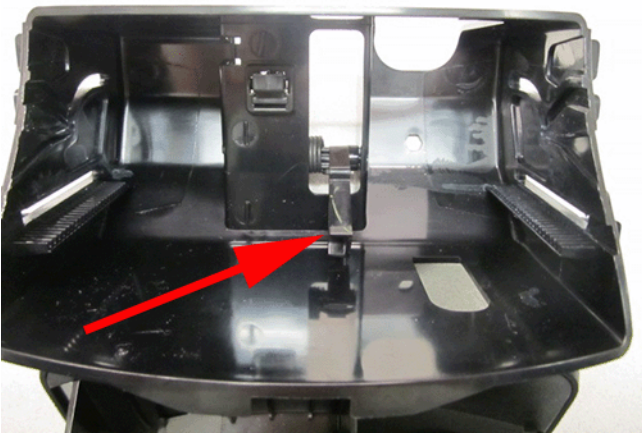
2. Remove the rear compartment from the front floor console by removing the 4 retaining screws as shown above.



3. Inspect for two metal pins on each side of the housing for damage.

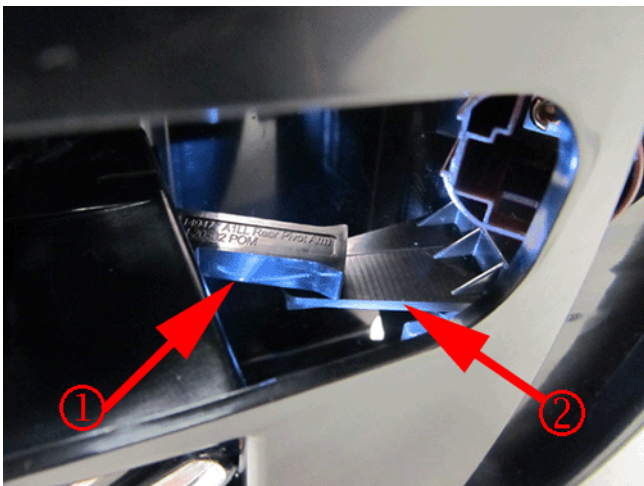


4. Inspect the arm on the back of the compartment for damage.



5. Inspect the spring loaded lever in the housing for damage.
6. If all parts are undamaged, using a trim stick to lower the spring loaded lever in the housing from the back.

Note: If any components are damaged, replace the rear compartment.



1. Spring Loaded Lever

2. Arm

7. Insert the compartment into the housing using gentle pressure while lining up the arm with the slot of the spring loaded lever, as shown from the bottom of the housing in the illustration above.
8. Press the compartment in fully aligning the 4 metal pins.
9. Reinstall the rear compartment and test to verify that the compartment works as intended.

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
1080268*	Inspect and Reposition Front Floor Console Rear Compartment Alignment Pins	0.4 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		

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