



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Driver Door Lock Cylinder Cover Missing

**Models:** 2015-2017 Cadillac Escalade Models

*This PI was superseded to update Model Years. Please discard PIT5270B.*

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

### Condition/Concern

If the driver's door lock cylinder cover is missing, it may have been removed to access the key cylinder while shipping in transport mode, or to enter a vehicle with a dead battery.

Changes were made to transport mode operation, allowing remote keyless entry (RKE) function to remain enabled while in transport mode. This change began with 2015 Escalades with RPO AVF. Refer to the latest version of 11-08-49-001 for additional information.

If the cover is missing or damaged, it will need to be replaced.

### Recommendation/Instructions

If this concern is encountered, inspect the inside of the vehicle (cup holders, storage bins, etc.) to determine if the original cover was placed there during vehicle transport.

If the original cover is not found in the vehicle, or if the cover is damaged, a replacement cover can now be ordered from CCA GM part number 13596115.

To install or remove the door lock cylinder cover, pull the door handle out and slide the door handle forward, then slide the cover forward to release it or slide the cover rearward to install it. See the pictures below for reference.





### Parts Information

Part Number	Description	Qty
13596115	FRT S/D LK CYL CVR *EXTRA BRIGHT	1

### Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2060320	Front Side Door Lock Cylinder Bezel Replacement	Use Published Labor 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.

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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