




Service Bulletin

PRELIMINARY INFORMATION

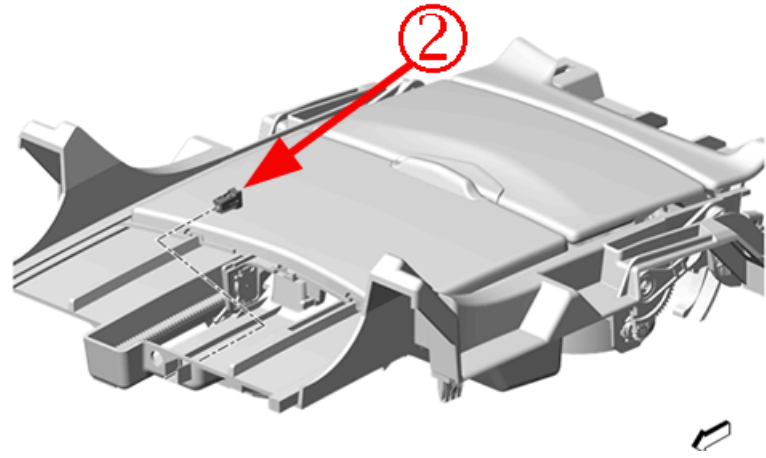
Subject: Floor Center Console Compartment Sliding Door Latch Broken Or Inoperative

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2015	2016	All	All	All	All

Involved Region or Country	North America
Additional RPO/s	N/A
Condition	<p>Some customers may comment that the floor center console sliding compartment door (1) is broken. Upon inspection it may be found that the door will not latch open, or may be locked in the closed position.</p> 

Cause

This issue is caused when the sliding door - which is intended to be a push-to-open / push-to-close, or "push-push" door – is pulled to close. The push handle on the sliding door may be misunderstood to be used as a pull handle to close the door. When the sliding door is pulled closed it can damage/break the latch (2).



Correction

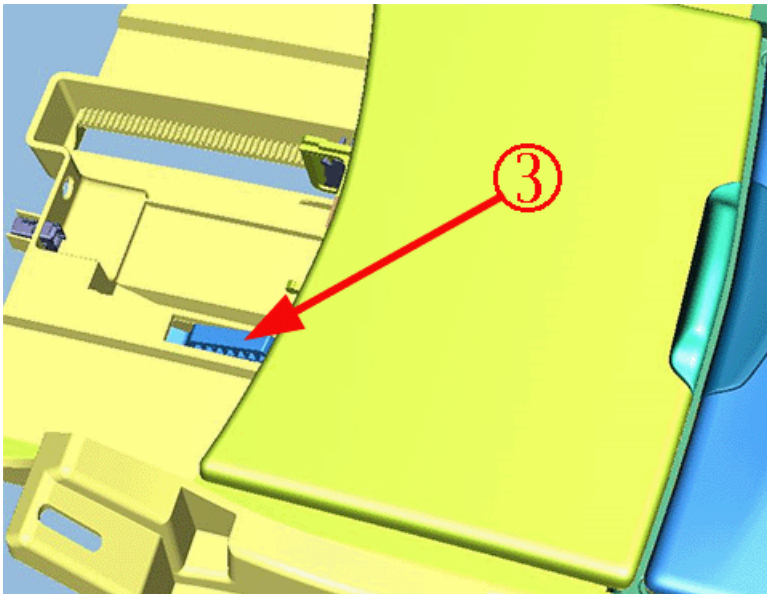
Do NOT replace the floor center console compartment assembly.

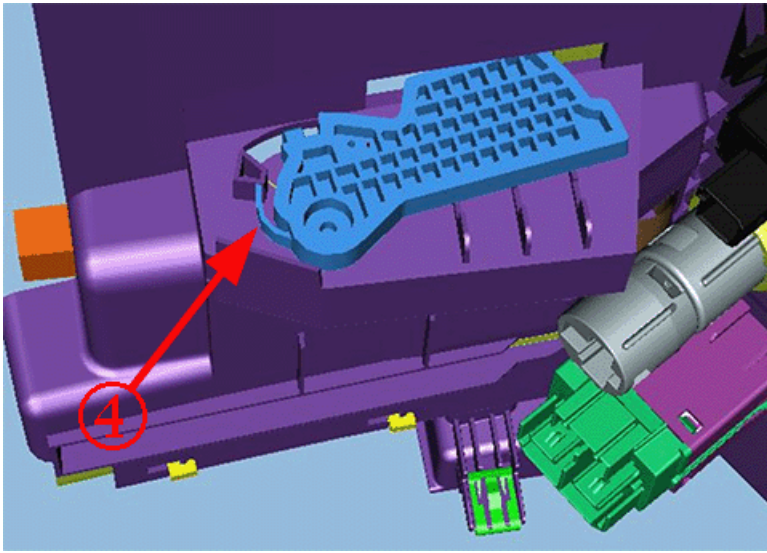
Do replace the compartment sliding door latch, GM Part # 23417257 and educate the customer on proper push-push operation for the sliding door

The sliding door latch (2) has been made available to repair this condition without having to replace the floor center console compartment assembly.

- Follow SI repair instructions titled "Front Floor Console Cup Holder Door Latch Replacement (Cadillac)", Document ID 4255612 to replace the latch.
- Educate the customer on proper push-push operation for the sliding door to prevent the latch from breaking again.

Tip: If the sliding door is locked in the closed position the inertia lock (3) will need to be reset by depressing the release tab (4) on the underside of the console assembly, as shown below.





Parts Information

Description	Part Number	Qty
LATCH ASM-F/FLR CNSL CUP HLDR DR	23417257	1

Warranty Information

Labor Operation	Description	Labor Time
1034660	Front Floor Console Cup Holder Latch Replacement	Use Published Time

Version	1
Modified	

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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