



Preliminary Information

PIT5520A Floor Center Console Compartment Sliding Door Latch Broken Or Inoperative

Models

| Brand: | Model: | Model Years: | VIN: | | Engine: | Transmissions: |
|----------|----------|--------------|------|-----|---------|----------------|
| | | | from | to | | |
| Cadillac | Escalade | 2015 - 2017 | All | All | All | All |

Involved Region or Country: North America

Additional RPO/s: N/A

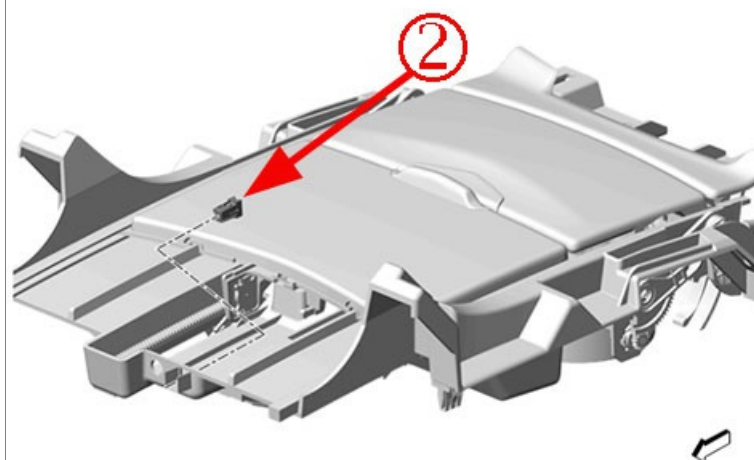
Some customers may comment that the floor center console sliding compartment door (1) is broken. Upon inspection it may be found that the door will not latch open, or may be locked in the closed position.

Condition:



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).

Cause:



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.

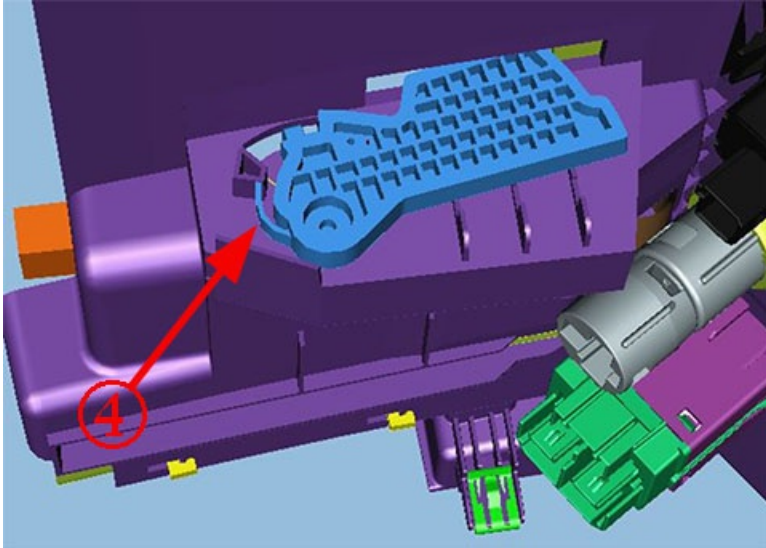
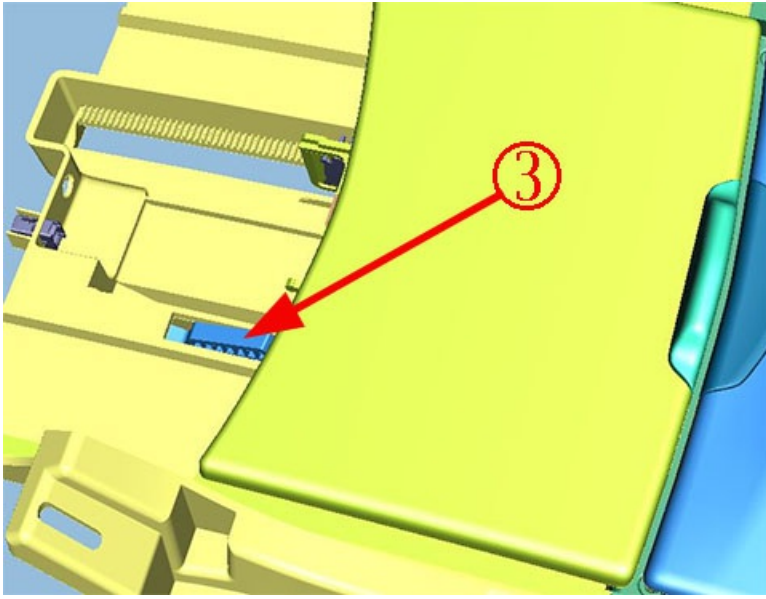
The sliding door latch (2) has been made available to repair this condition without having to replace the floor center console compartment assembly.

- 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 History

| | |
|----------|---|
| Version | 2 |
| Modified | 9/20/2017- This PI was superseded to add 2017 model year. |



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