



Service Bulletin

Bulletin No.: 24-NA-079

Date: April, 2024

TECHNICAL

Subject: Rear Door Not Unlocking

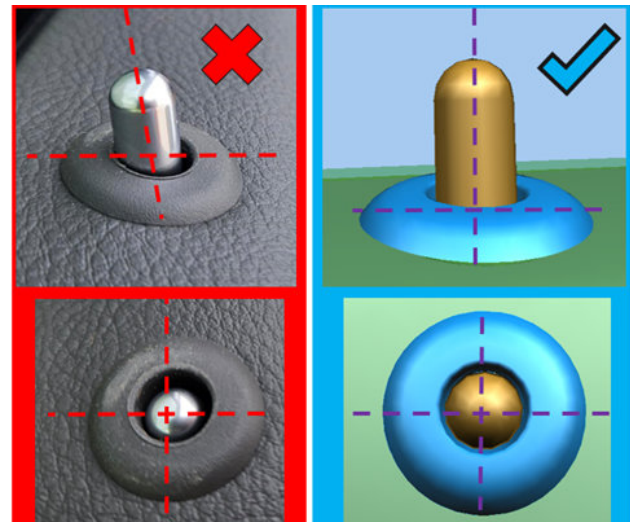
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4	2024	2024	-	-	All	All

Involved Region or Country	North America
Condition	Some customers may comment on the rear doors not unlocking.
Cause	The cause of the condition may be the lock knob not being centered in the bezel opening, creating a possible binding condition.
Correction	Install new lock knob bezel using the procedure below.

If you encounter a vehicle with above concern, complete the procedure below:

Service Procedure

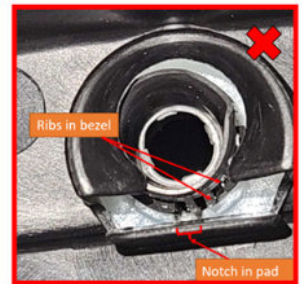
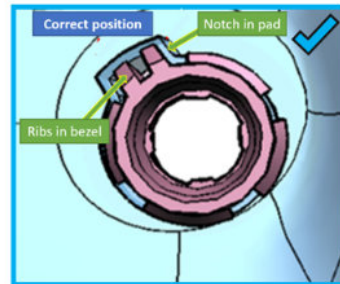
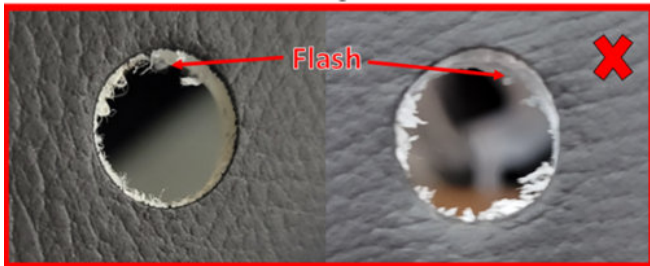
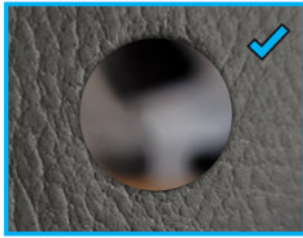
Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.



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1. Confirm if the lock knob is not in the center of the bezel.
2. Remove door panel, refer to *Rear Side Door Trim Replacement* in SI.
3. Remove the lock knob bezel.

- 5.1. Confirm installation is correct by looking through the bezel opening.

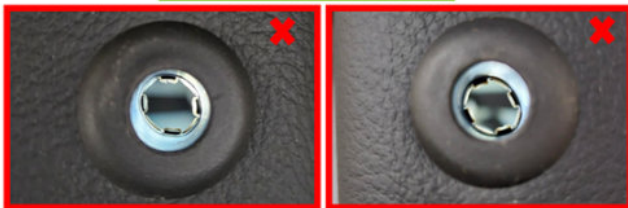
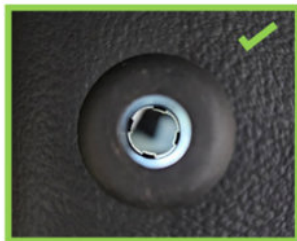


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4. Inspect the door panel lock rod bezel ring opening for excessive door skin “flashing” (Illustrated Above). Use a sharp drill/cutter to remove any excessive door skin “flashing” without making the diameter of the door opening larger.
5. Install a new lock knob bezel.

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- 5.2. Ensure the ribs in bezel are properly clocked to the notch in pad.
6. Review if the latch is activated by lock and unlock from the lock/unlock switch without the door panel
7. Re-install door trim panel and verify condition is corrected.



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Parts Information

Causal Part	Description	Part Number	Qty
X	Door Lock Knob Bezel	84642047	1

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
2086338*	Lock Knob Bezel Replacement	0.5 hr

*This is a unique Labor Operation for Bulletin use only.

Version	1
Modified	Released April 30, 2024

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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