



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Unwanted Activation Of Hazard Flashers or Glove Box Opening After Vehicle Is Shut Down

**Models:** 2014 Cadillac CTS Sedan, XTS

*This PI was superseded to update Warranty Information. Please discard PIC5936C.*

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

### Condition/Concern

Some customers may notice that the Hazard Flashers may turn on after vehicle shut down or that the Glove Box may be open when they return to their vehicle. If the Hazard Switch sent the signal and the vehicle was left unattended too long the battery may be dead.

Either switch may send a ground signal to the BCM when the vehicle powers down after being turned off. The BCM will see this ground signal as a button press and will actuate which ever controlled device the signal was received on.

### Recommendation/Instructions

Please replace the Hazard Switch and/or Glove Box Switch (depending on customers concern) with a new designed switch. Reference the part matrix below. Switches can be ordered through GM Customer Care and Aftersales (CCA).

**Note:** For CTS Sedan, be sure to check Global Warranty / IVH to determine if Service Update Bulletin (SUB) 13429 is applicable. If so, be sure to use the labor operation contained in SUB 13429.

### Parts Information

CTS	
P/N	Description
23459786	Right Side 3 Button (Glove Box, Rear Park Assist and Automatic Park Assist)
23459787	Right Side 2 button (Glove Box and Rear Park Assist)
23459788	Left Side 2 Button (Hazard and Lane Detection Warning)
23459789	Left Side 2 Button (Hazard, Traction Control)
XTS	
P/N	Description
23468234	Right Side 1 Button B9Q (Glove Box)
23468236	Right Side 2 button UD5, UD7 (Glove Box and Rear Park Assist)

23468235	Right Side 3 Button UFQ (Glove Box, Rear Park Assist and Automatic Park Assist)
23468237	Left Side 2 Button Except UFL (Hazard, Traction Control)
23468238	Left Side 3 Button UFL (Hazard, Traction, and Lane Detection Warning)

## Warranty Information

For vehicles repaired under warranty use:

Vehicle	Labor Operation	Description	Labor Time
CTS Sedan	3430420	Instrument Panel Multifunction Switch Replacement	Use Published Labor Operation Time
XTS	3430140	Accessory Switch Replacement	

### ADDITIONAL SI KEYWORDS:

Glovebox

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION