



Service Bulletin

File in Section: -

Bulletin No.: PIC5936C

Date: July, 2014

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This PI was superseded to update Recommendation/Instructions. Please discard PIC5936B.

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

CTS Sedan: 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.

XTS: Parts are now available. Please use the part matrix below for reference

1	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)
2	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 that are not included in SUB #13429, use:

Labor Operation	Description	Labor Time
3430420	Instrument Panel Multifunction Switch Replacement	Use Published Labor Operation 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.