



Service Bulletin

File in Section: 08 - Body and Accessories

Bulletin No.: 09-08-110-011C

Date: December, 2014

TECHNICAL

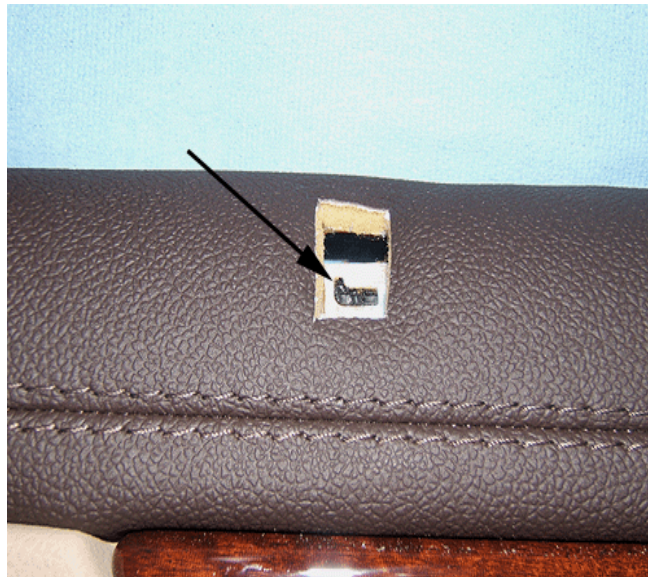
Subject: Front or Rear Door Lock Lever Bezel Loose or Detached (Replace Bezel)

Models: 2008-2011 Cadillac CTS, CTS-V

Attention: This Bulletin also applies to any of the above models that may be Export vehicles.

This Bulletin has been revised to update the Product Information contact and Warranty Information. Please discard Corporate Bulletin Number 09-08-110-011B.

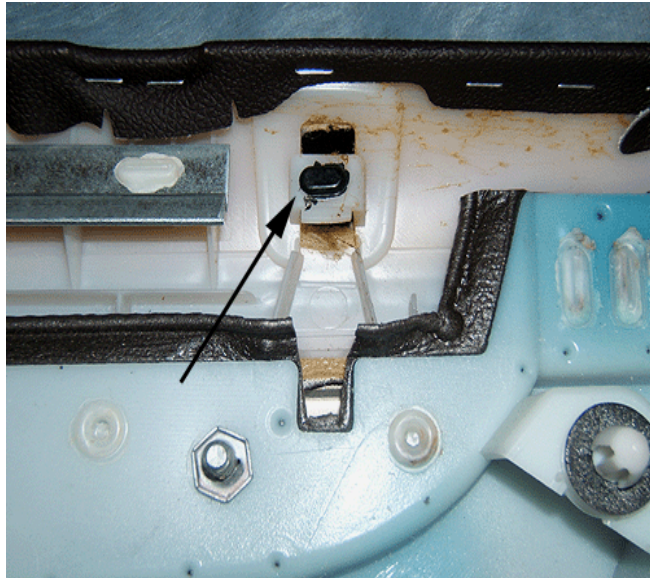
Condition



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Some customers may comment that the trim (bezel) around the manual lock lever located on the door panel near the window is loose or has become detached.

Cause



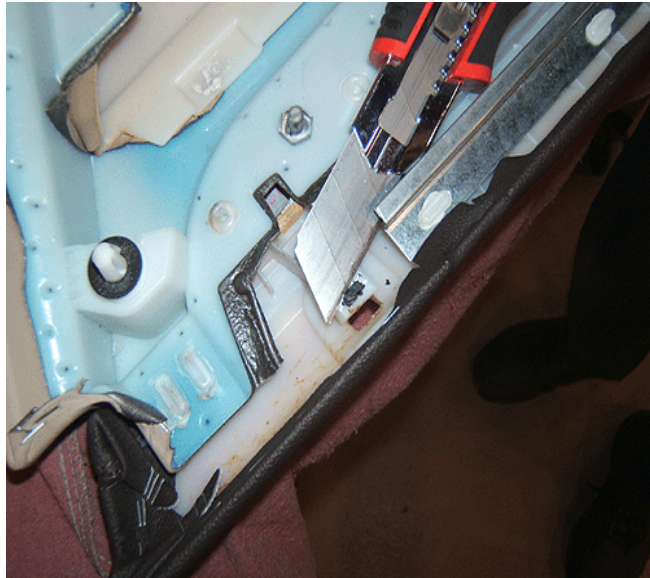
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This condition may be caused by a weakening of the heat stake tab fastening the bezel to the trim panel.

Correction

Important: Do not replace the door trim panel assembly. Replace only the bezel.

1. Remove the affected door trim panel. Refer to Front Side Door Trim Panel Replacement or Rear Side Door Trim Panel Replacement in SI.



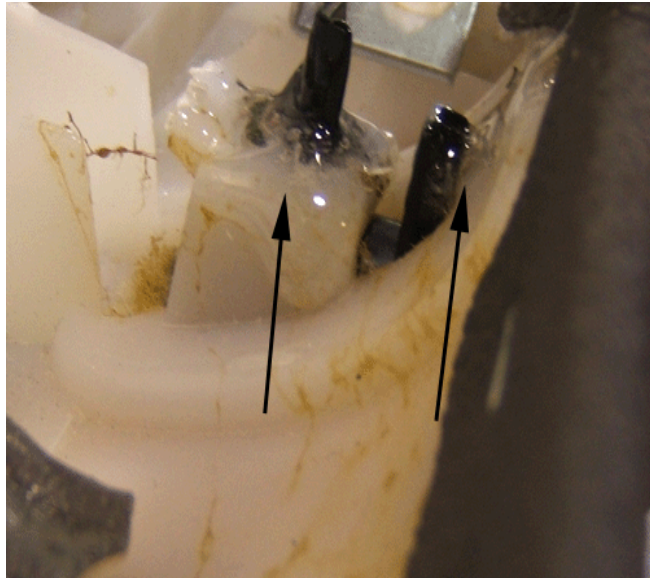
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2. Prepare the mounting area of the trim panel. Use a utility knife or similar tool to remove the residue from the original bezel heat stake. Use care to not damage the mounting area on the trim panel.
3. Clean the mounting surfaces of trim panel and the bezel. Be sure to follow the adhesive manufacturer's procedure.
4. Position the new bezel onto the trim panel. Use the impression in the soft outer trim surface for proper alignment.



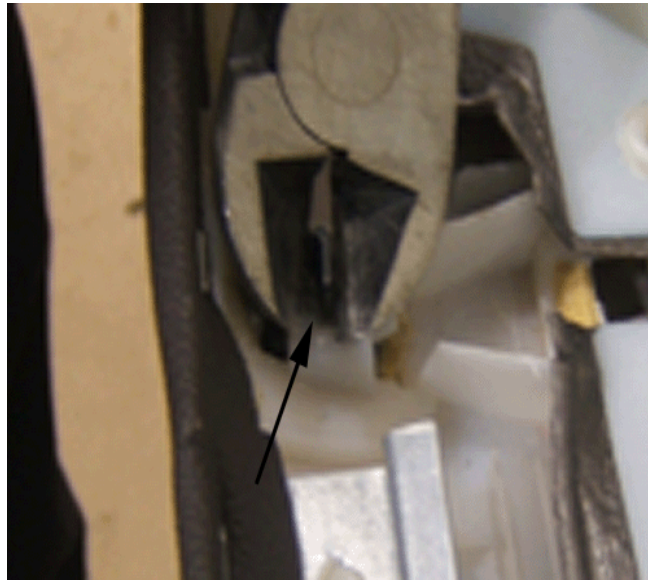
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5. Clamp the bezel into position on the trim panel as shown.



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6. Apply the adhesive to the area where the bezel mounting tab protrudes through the opening in the trim panel. For this application, use a two-part extra-fast setting epoxy, such as Hardman Double/Bubble Extra Fast Setting Epoxy*, or the equivalent.
7. Allow the adhesive to fully cure per the manufacturer's instructions.



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8. Trim the excess mounting tab material to prevent interference when reinstalling the trim panel.
9. Reinstall the affected door trim panel. Refer to Front Side Door Trim Panel Replacement or Rear Side Door Trim Panel Replacement in SI.
10. With the trim panel reinstalled, verify the operation of the lock lever.

*We believe this source and their products to be reliable. There may be additional manufacturers of such products/materials. General Motors does not endorse, indicate any preference for, or assume any responsibility for the products or material from this firm or for any such items that may be available from other sources.

Parts Information

Part Number	Description
04001	Hardman Double/Bubble Extra Fast Setting Epoxy*
20860947	Bezel – RH FT. Ebony
20860948	Bezel – RH FT. Cashmere
20860950	Bezel – LH FT. Ebony
20860951	Bezel – LH FT. Cashmere
15867933	Bezel – RH RR. Ebony
15867937	Bezel – RH RR. Cashmere
15867932	Bezel – LH RR. Ebony
15867936	Bezel – LH RR. Cashmere

* For product information contact: Phyllis Kickel at V.O. Baker, 800-321-3572 or phylliskickel@vobaker.com

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
1080238*	Replace Door Lock Bezel (Includes Remove and Replace Door Trim Panel)	0.6 hr
Add	Each Additional Door	0.5 hr

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.