



Service Bulletin

File in Section: -

Bulletin No.: PI0011C

Date: June, 2013

PRELIMINARY INFORMATION

Subject: Door Latch Diagnostic Procedure

Models: 2014 and Prior GM Passenger Cars and Trucks (Excluding Corvette, XLR, CTS Coupe, CTS-V Coupe, DTS)

This PI is being revised to add the 2013-2014 model years and update Warranty Information.
Please discard PI0011B.

Condition/Concern

Some customers may comment that the front or rear side door has one or more of the following conditions:

- The door will not open from the inside or outside handle.
- The door will not unlock with the key fob or electrical switch on the interior door trim.
- The door will not unlock with the inside lock knob.
- The door will not unlock with the key cylinder.

Note: Although latches are often replaced for these conditions, malfunctioning parts are often not the actual cause. Please follow this bulletin in order as written.

One possible cause of these symptoms is a condition called "preload," resulting from incorrect attachment of the outside handle rod to the latch. If the outside handle release lever on the latch is not in the full up position when the rod is attached by the clip on the latch, the latch will not operate correctly.

Another condition causing latch malfunction, especially lock/unlock, is caused by high effort on the inside lock knob. Resistance to the travel of the lock knob may cause the latch not to unlock.

A third condition causing malfunction is the improper or incomplete attachment of the outside handle rod and inside handle rod/cable. If the outside handle rod clip is not completely secured, the clip can come unlatched and the outside handle will not function.

A fourth condition causing malfunction is the improper or incomplete attachment of the wire harness to the side door latch. If the connector is not fully engaged, the power locks, door ajar signal, or other electrical features may not function properly.

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

Recommendation/Instructions

Note: Verify the latching function after each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Perform these preliminary inspections before removing any components:

1. Inspect the inside and outside door handle for debris, that all parts are present and working properly and that they are securely attached.
2. Manually cycle the inside lock knob to check for smooth operation and low efforts (on some newer designed vehicles, the inside handle is used to unlock the door instead of pulling up on the lock knob).
3. Note any differences in lock knob travel between manual function and power lock function. High efforts or reduced power lock travel indicate a lock rod bind condition.
4. For rear doors on which the inside handle will not function, verify that the child security feature is not engaged.

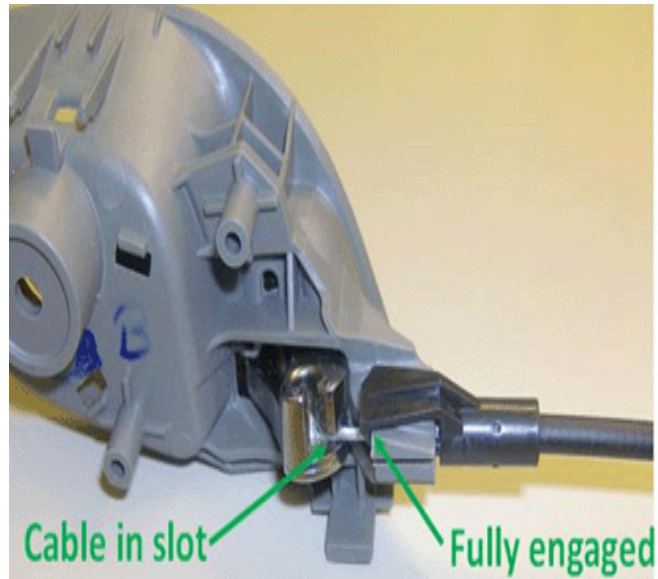
If no issues were found when performing the preliminary inspections, proceed with the following steps.

Note: Verify the latching function after each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

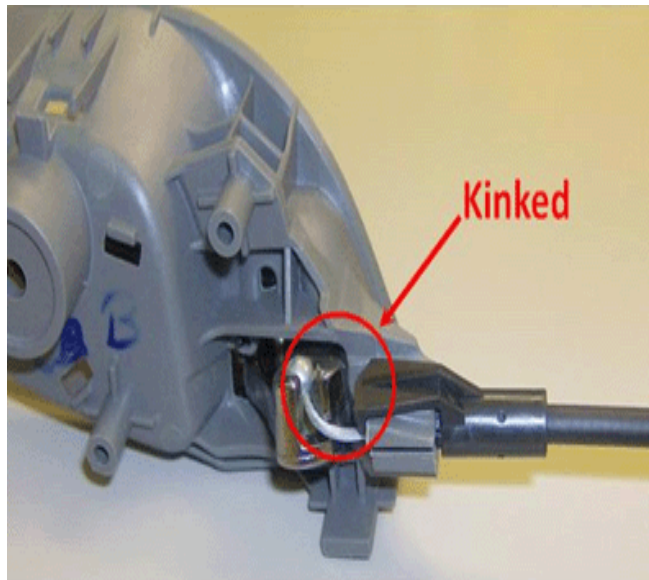


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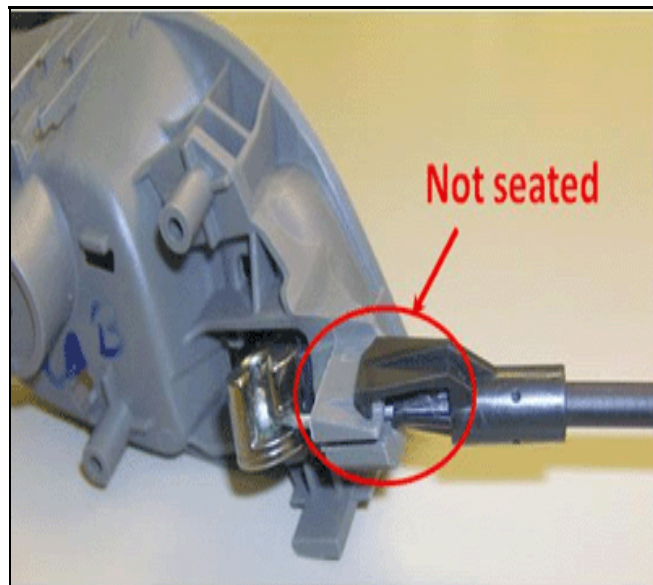
1. Disengage the door trim, without detaching the inside door handle cable. DO NOT LET THE TRIM PAD HANG FROM THE HANDLE CABLE OR THE WIRE HARNESS.



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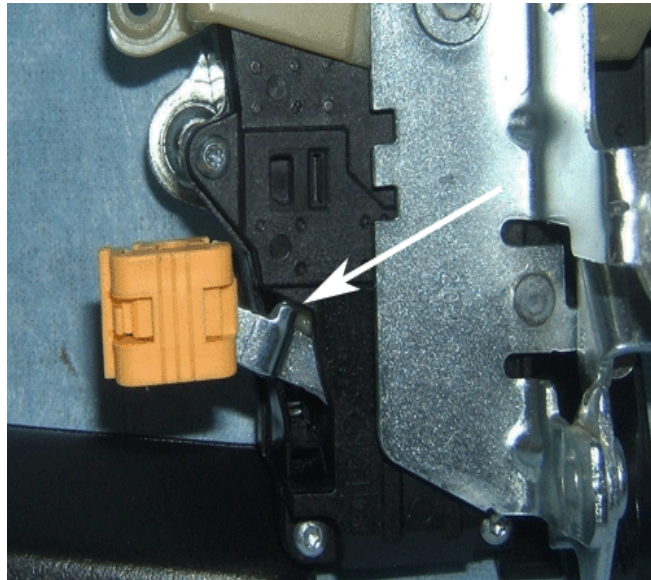


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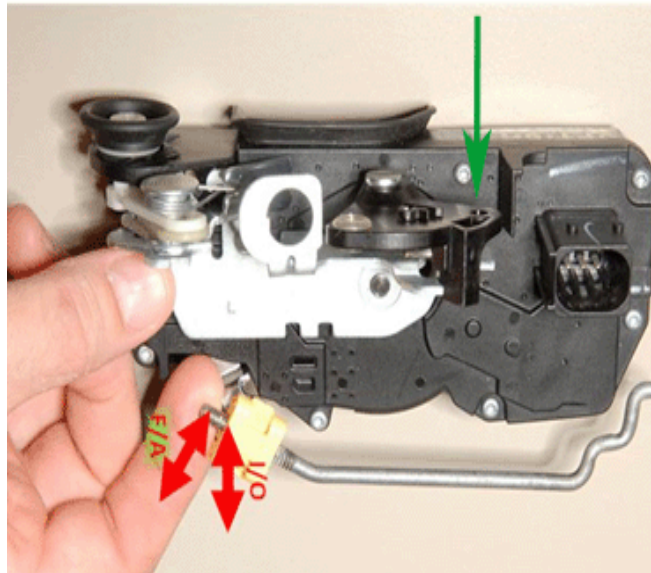
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2. While holding the trim panel close to the installed position, inspect the connections of the inside handle cable to the inside handle and latch. Assure that the cable is not kinked and that the lever on the latch moves when the inside handle is actuated. If the condition persists at this point, disconnect the inside handle cable from the handle and set aside the trim.
3. If the manual lock function had high efforts or was not smooth, check to see if removing the trim panel fixed the condition. Also check for the rod or knob being bound by the rod grommet, side impact foam, water deflector, inner belt seal, or wire harness.
4. Push down on the top of the connector that attaches the wire harness to the latch to verify that it is properly connected. Check for proper function. If the connector had not been fully seated, use the appropriate labor code for the harness.
5. Verify that the key cylinder rod is attached to the key cylinder pawl and the latch. Reattach as required.
6. Verify that the outside handle rod is present, properly attached to the handle and is the correct part.



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7. Unlatch the clip holding the outside handle rod to the latch. Make sure the outside handle rod lever on the latch is in the full up position and hard against stop on the latch. While maintaining this lever position, apply a slight upward pressure on the rod while reattaching the rod using a new clip. Pull on the clip slightly to verify that it is secure.
8. Disconnect the electrical connector at the latch, inspect for corrosion and verify the electrical output when actuating the electrical switch on the door trim. If power is lacking, perform electrical diagnostics. Reconnect and assure that the connector is fully seated.



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9. Unbolt the latch and remove the latch from the door cavity with the electrical connector still attached. Function the power locks using the switch on the door trim (reattach the switch module to the electrical harness.) Verify that the lock/unlock lever shows full travel (refer to the green arrow in the picture above). If the latch properly functions (DO NOT replace latch), properly reassemble in order to correct the bind/attachment issue.
10. If all the above steps have been completed and the latch still does not function correctly, replace the latch.

Warranty Information

Labor Operation	Description	Labor Time
2080008*	Front Side Door Outside Handle Rod Adjustment	0.4 hr
2080018*	Rear Side Door Outside Handle Rod Adjustment	0.4 hr

Labor Operation	Description	Labor Time
<p>*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.</p> <p>Note: If the latch/lock is replaced, use the appropriate latch/lock replacement labor operation.</p>		