

Document ID: 2170184

#07-08-64-007D: General Power Sliding Side Door Diagnosis/Repair Procedure - (Jul 21, 2008)

Subject: General Power Sliding Side Door Diagnosis/Repair Procedures

Models: 2005-2007 Buick Terraza
2005-2009 Chevrolet Uplander (Includes Canada and Mexico)
2005-2009 Pontiac Montana SV6 (Includes Canada and Mexico)
2005-2007 Saturn Relay



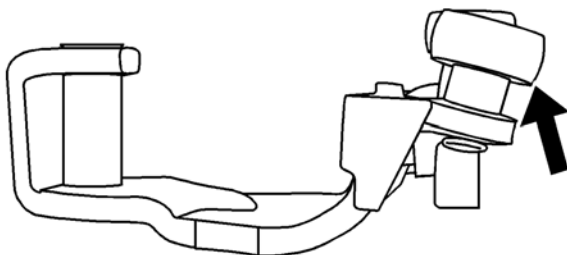
This bulletin is being revised to update the model years. Please discard Corporate Bulletin Number 07-08-64-007C (Section 08 -- Body and Accessories).

Important: U.S. Dealers -- For additional information and videos on these conditions, refer to the 2008 Emerging Issues Course Number 10208.07D.

Condition

The power sliding side door motor continues to run for up to three seconds after the door has fully closed or the customer may describe this as a grinding noise (Overcinch).

Cause



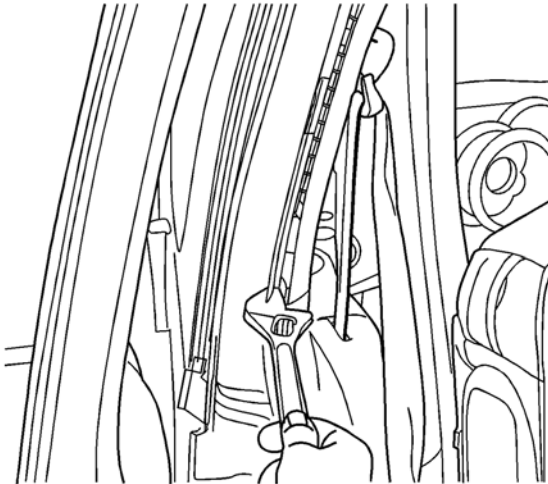
© 2008 General Motors Corporation. All rights reserved.

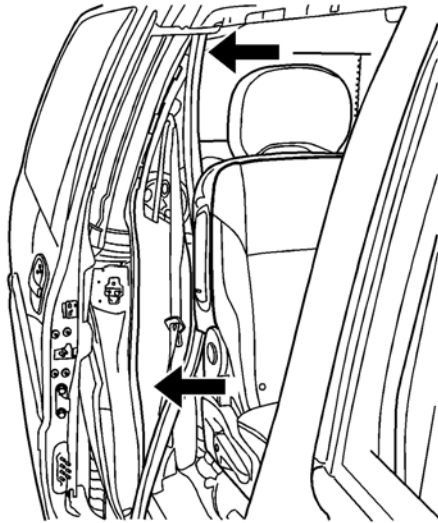


1. A center roller bracket may be bent or have loose rollers. Refer to the illustration above.
2. The power sliding side door may not have the latest programming.
3. The door is closing too quickly. It needs to see two detente signals 450 milliseconds apart. The latest program calibration for the PSD, in combination with the door to body adjustment and the proper seal flange adjustment at the rear latch, slows the sliding door into the latch, allowing the system to appropriately determine the secondary and primary latch position. This minimizes overcinching.

Correction

1. Remove and inspect the center roller bracket. If the rollers are loose to the bracket or bent, replace the bracket.
2. After replacing the center roller bracket, check for a properly tensioned door. Refer to Rear Side Door Actuator Cable Tension Adjustment.
3. Upload the new programming. Latest PSD Software calibration can be found on the Service Programming System (SPS) using "TIS2WEB". Input of the VIN will find the latest software calibration program to upload to the PSDM controllers in the vehicle . If the overcinching is still present, go to step 4.





4. First, verify that the door is flush to the rear quarter panel or inwards 1 to 2 mm (0.039 to 0.078 in). Remove the primary weatherstrip. Using an adjustable wrench, bend the primary weatherstrip flange 1/8 inch outboard for a distance of 457 mm (18 in) above and below the striker. Refer to the illustration above. Adjust the flange above and below the rear striker. It may take several adjustments to get this correct. Once the door is operating with no overcinching and no binding, crimp the primary weatherstrip carrier together before reinstallation. Refer to the illustration above.

Condition

The power side door reverses prior to making contact with the pads and plungers.

Cause

Visually inspect the upper/lower roller tracks for foam and/or debris.

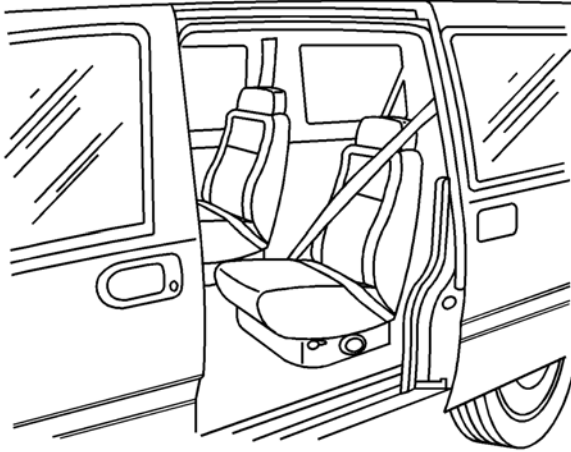
Correction

Manually operate the door applying downward pressure on the handle and see if the lower bracket contacts the primary seal. If yes, loosen and rotate the lower roller bracket to increase the clearance between the top of the primary seal and the bottom of the roller bracket. Inspect and adjust the front and rear door latches, strikers and door wedge as needed.

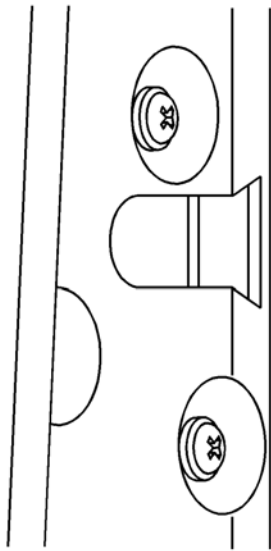
Condition

The power sliding side door reverses.

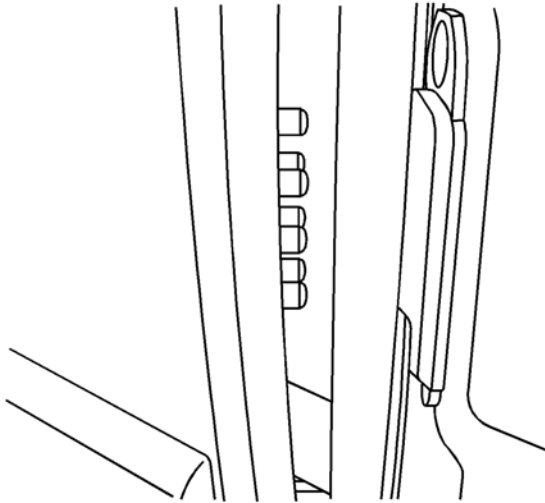
Cause



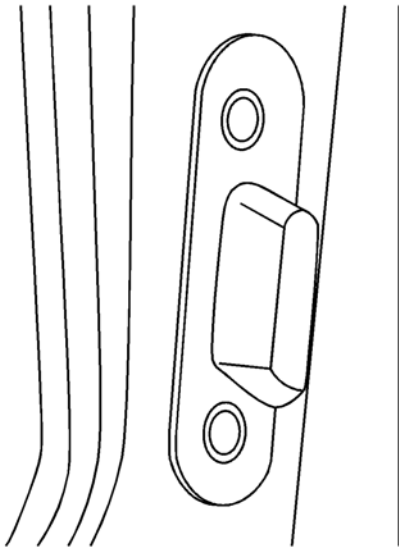
1. Inspect the door opening and tracks for obstructions. Refer to the illustration above.



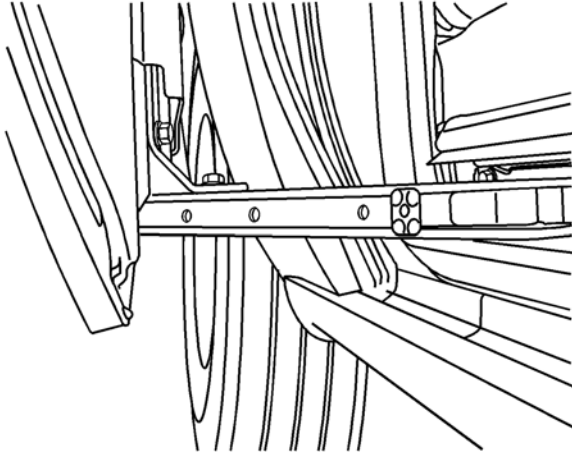
2. Inspect the C-Pillar striker alignment. Refer to the illustration above. Look for witness marks on the top and bottom of the latch. Turn the system off and close the door. Open the door slowly and look to see if the door jumps up, or falls off the striker. The striker should line up with the center of the latch. Its purpose is to hold the door shut and adjust in or out, not up and down. Up or down adjustments should be made at the center roller bracket.



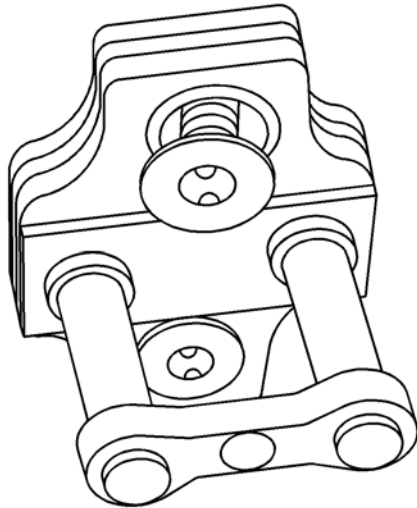
3. Inspect the pad and plunger alignment. Refer to the illustration above.



4. Inspect the pin and pocket alignment. Refer to the illustration above. Coating the pin with white lithium grease will leave visible witness marks on the pocket.



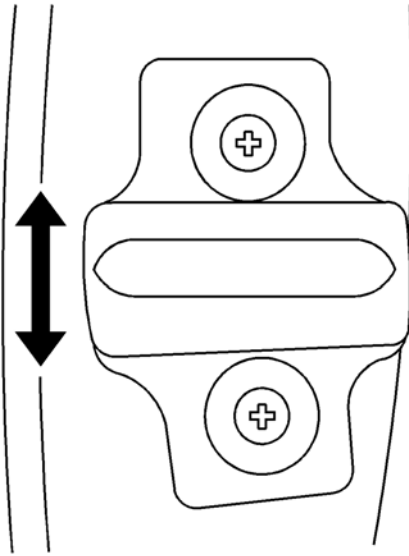
5. Inspect the lower hinge arm clearance to the primary seal. Refer to the illustration above. If there are witness marks on the lower weatherstrip towards the front, the lower roller bracket will need to be adjusted.



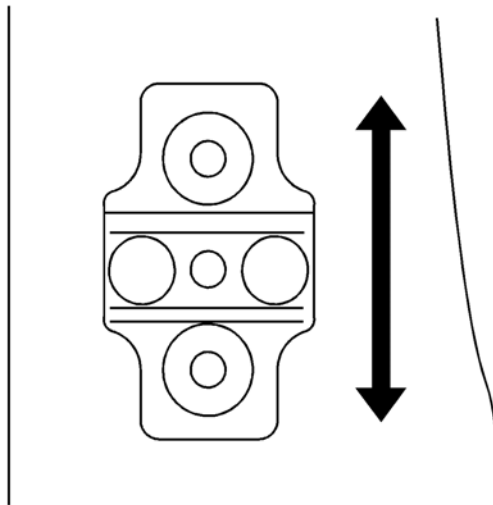
6. Inspect all door hardware for alignment and to make sure it is properly seated. Refer to the illustration above.

Correction

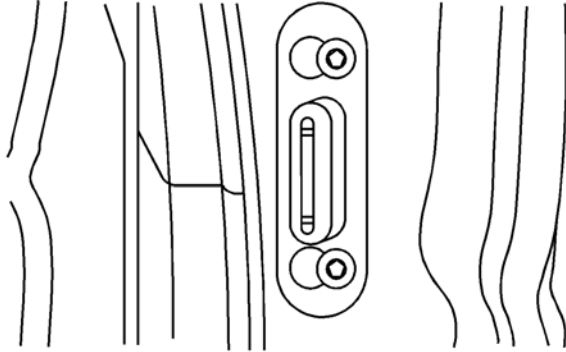
1. Eliminate any obstructions in the tracks.



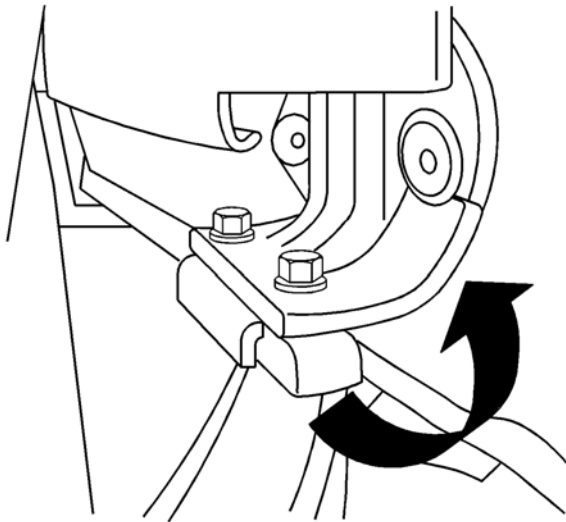
2. Adjust the "C" pillar striker up or down. Refer to the illustration above.



3. Adjust the "B" pillar striker up or down. Refer to the illustration above.



4. Adjust the pins on the door for proper alignment. Refer to the illustration above.

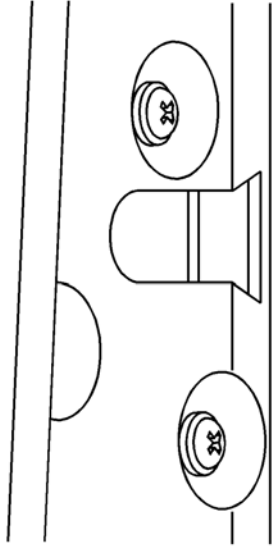


5. Rotate the lower hinge arm for proper clearance. Refer to the illustration above. Use a jack to support the door. Loosen the three bolts on the door and rotate the lower roller bracket. Do not loosen the two lower bolts. They adjust the lower door in or out.
6. Align and seat any hardware as necessary. Refer to the illustration above.

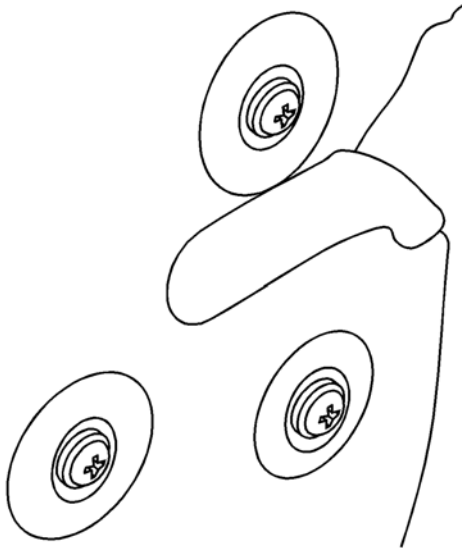
Condition

The power sliding side door starts to close then reopens.

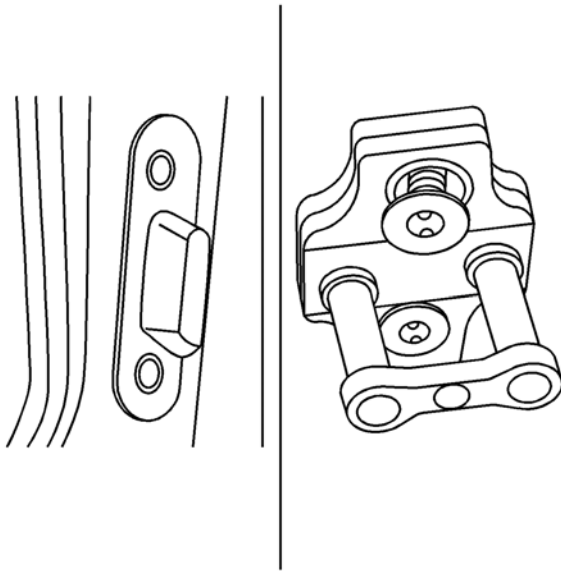
Cause



1. Inspect the "C" pillar for proper alignment. Refer to the illustration above.

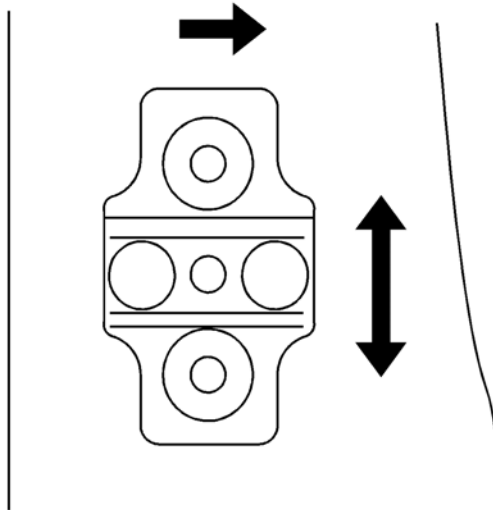


2. Inspect the "C" pillar for latch wear. Refer to the illustration above.
3. Inspect the "C" pillar for a bent striker.

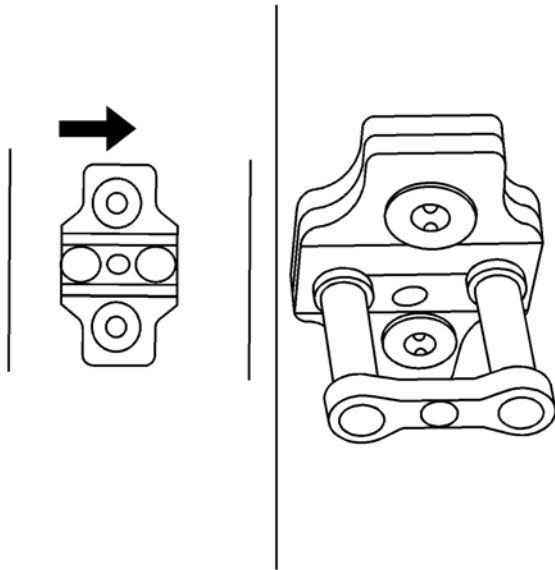


4. Inspect all door hardware for alignment and make sure it is properly seated. Refer to the illustration above.

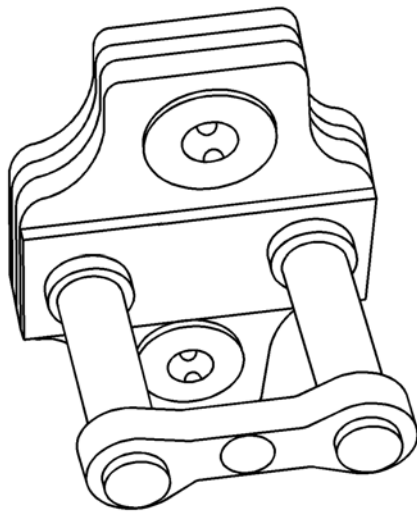
Correction



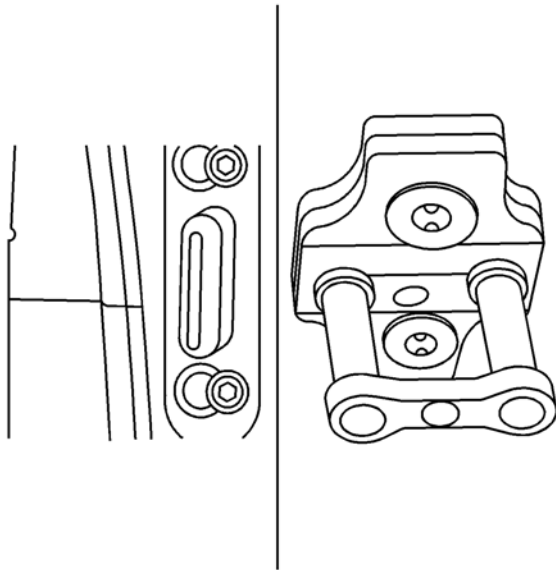
1. Adjust the "C" pillar striker up or down or outward. Refer to the illustration above.



2. Adjust the "C" pillar striker outward. Look under the striker for a third shim. If this shim is present, remove the shim. Refer to the illustration above.



3. Replace the striker. Refer to the illustration above.



4. Align hardware and seat all fasteners. Refer to the illustration above.

Condition

The power sliding door reverses after making contact with the pads and plungers.

Cause

Visually inspect the pads and plungers for alignment and cleanliness. Also inspect the "B" pillar wiring for chaffing.

Correction

Visually inspect the pads and plunger for alignment and cleanliness. TAC has had cases where the wiring harness to the sliding door pad located on the "B" Pillar was chaffed at the base of the "B" pillar, inducing an intermittent reversal.

Condition

The warning chime sounds when the vehicle is placed into gear.

Correction

Verify that the power sliding door has not lost the learned open/closed position. With the Tech 2 updated with software version 25.009 or later, go into the Power Sliding Door menu and verify the "Open/Closed position learned" status. If either of the doors show "No", the door will have to be relearned. The power sliding door fuse will have to be removed and then restored. Open and close the power sliding doors twice with the overhead or "B" pillar switch to relearn the position. If the door reverses and/or stops prior to completing the two cycles, the procedure will need to be repeated.

Condition

The power sliding door will NOT automatically open when the outside handle is pulled.

Correction

The customer may comment that the door operates as designed when opened with an interior switch or key fob. Furthermore, the door will take off or open automatically once moved manually and the optical sensor detects movement. This condition is caused by overcinching. The controller did not recognize the primary latch signal, therefore it ignores the handle switch input in the following cycle. Perform the overcinch corrections.

Condition

Unable to tension the power sliding side door cables after replacement.

Cause

The power to the motor clutch assembly may have been connected prior to tensioning the cables.

Correction

Review SI procedures for Rear Side Door Actuator Cable Tension Adjustment.

U.S. dealers should also review the adjustment procedure on the GM Training website - www.gmtraining.com > TECHAssist > course 50250.20T1 (See Training Information below).

Ensure the cables remain overlapped 1-2 inches when the cables are properly routed and across the rollers.

Notice: Failure to properly tension the cables prior to operating the door will result in the motor clutch assembly being damaged.

U.S.A. Dealer Training Information

To access the training TECHAssist on this topic, take the following path at the GM Training Website:

1. After logging into the gmtraining.com website, choose the link on the left side of the page titled "Service Know-How/TECHAssist."
2. Then choose "TECHAssist."
3. Next, scroll down to the category of Emerging Issues.
4. Click the link for course "50250.20T1 Repair Procedure - Power Side Door on GMT 201 Crossover Vans."
5. This will take you to the Catalog page. Choose the "Take or Continue Course" link on the left.

Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description | Labor Time |
|-----------------|-------------|------------|
|-----------------|-------------|------------|

| | | |
|-------|---|------------|
| C1180 | Weatherstrip, Sliding Door - Align or Replace | 0.3 hr |
| B5000 | Door Assembly, Sliding-Right - Align | 0.1-0.3 hr |
| B5001 | Door Assembly, Sliding-Left - Align | 0.1-0.3 hr |
| B5038 | Roller Bracket, Sliding Door-Center-Right - Replace | 0.3 hr |
| Add | For Power Sliding Door | 0.2 hr |
| B5039 | Roller Bracket, Sliding Door-Center-Left - Replace | 0.3 hr |
| Add | For Power Sliding Door | 0.2 hr |

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