



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Normal Characteristic - Auto Locking Fuel Filler Door

**Models:** 2013 Cadillac ATS  
Equipped with Remote Locking Fuel Filler Door (RPO N08)

### Condition/Concern

Some customers may comment on one or more of the following items related to the fuel door:

- The fuel door is locked when they get out of the car to fuel the vehicle.
- The fuel door does not unlock as expected.
- The fuel door opens unexpectedly after fueling and closing the fuel door.

The Body Control Module (BCM) controls the locking of the Fuel Door in conjunction with locking the Driver Door. When the Driver Door is locked, the Fuel Door is also locked. Passive Locking is a selection that may be turned on by the customer. The default for this feature is OFF. When the customer enables this feature, the vehicle will passively lock when the customer exits the vehicle after 8 seconds. As the customer walks away from the vehicle, this is detected, and the 8 second timer starts. After 8 seconds the doors are locked automatically, as well as the fuel door if equipped with the locking fuel door option.

When the driver exits the vehicle with key fob at a gas station, the 8 second timer starts. If the fuel door is not opened within 8 seconds, the fuel door locks when the doors lock (this ONLY happens if you also have Passive Locking enabled in the menu system). If the fuel door has been opened, the fuel door lock will still be engaged. If the customer does not firmly close the fuel door, it may not fully engage the lock. Upon unlock of the driver door, the fuel door unlocks also. This action, along with not firmly closing the fuel door, could allow the fuel door to open unexpectedly.

### Recommendation/Instructions

Explain to the customer how this system works and discuss with them which option best fits their needs. The customer may elect to disable the Passive Locking system. However, if the customer prefers the Passive Locking system enabled and does not open the fuel door within 8 seconds, there are other options available to unlock the fuel filler door.

1. The key fob Unlock button may be pressed to unlock the driver door and the fuel door.
2. The customer can temporarily disable the Passive Locking feature by pressing and holding the Unlock switch on an open door for a few seconds when exiting (there should be three chimes provided for confirmation) - Passive Locking will remain disabled until after the next ignition cycle.
3. Use a more firm effort when closing the fuel door to ensure the fuel door has fully engaged the locking pin.

### Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle and that this operation is selectable through the menu settings as described above. Please share this information with the customer, including a copy of this message.

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.



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