



PRELIMINARY INFORMATION

Subject: A Door May Not Open With The Outside Handle And/Or The Inside Handle

Models: 2010 - 2011 Buick LaCrosse
2010 - 2011 Cadillac SRX
2010 - 2011 Chevrolet Camaro and Equinox
2010 - 2011 GMC Terrain

This PI was superseded to update model years. Please discard PIT4931A.

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

Condition/Concern:

Concern 1:

Some Customers may complain that intermittently they may not be able to open a door from the INSIDE door handle.

Concern 2:

Some Customers may complain that intermittently they may not be able to open a door from the OUTSIDE door handle.

Both of these concerns may be caused if the linkage on the door latch is not allowed to fully return to its relaxed position. For the outside door handle, the outside release handle rod can be assembled incorrectly to the outside release lever on the latch resulting in a pre-load condition. For the inside door handle, this may be caused by a kink in the cable, or the cable is not fully seated to the inside door handle assembly

For vehicles equipped with passive entry, it should still be possible to open the door from the outside handle.

For concerns related to the rear side doors, check to ensure that child security is not engaged.

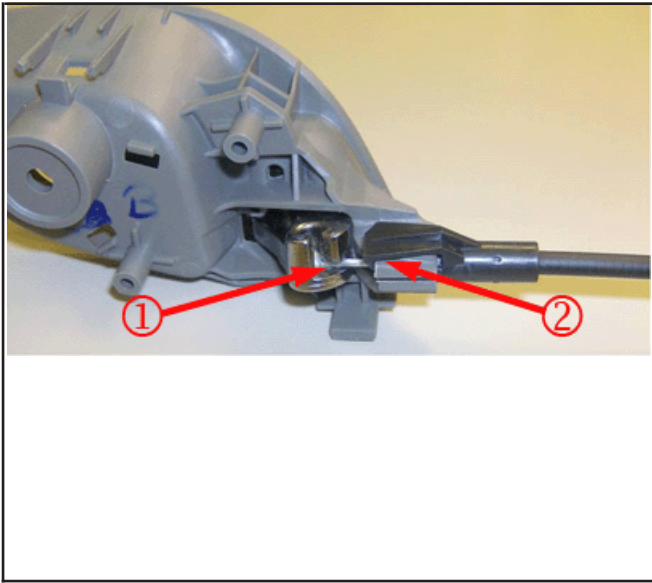
Recommendation/Instructions:

If the door will not open, it may be possible to open it by applying inboard pressure to the door while pulling on the outside handle.

While removing the door trim panel, inspect inside handle cable to inside handle connection. Reference the attached pictures for incorrectly installed cable. If the cable is kinked, or cable end is damaged, it must be replaced. This PI was superseded to update model years. Please discard PIT4931A. If the cable is not damaged, carefully disconnect from the inside handle and remove trim.

Correction 1:

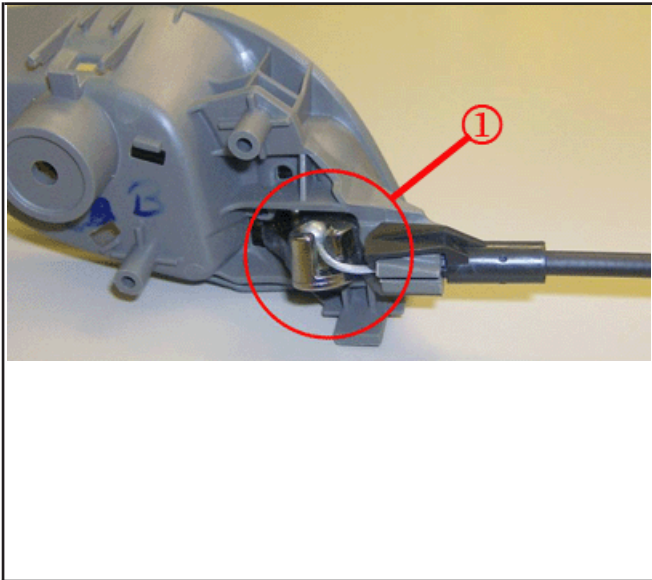
Correctly Installed



2348348

The picture above shows a properly installed door handle cable, with the cable end properly installed in the slot (1). This picture also shows the door handle cable is fully engaged to the door handle assembly (2).

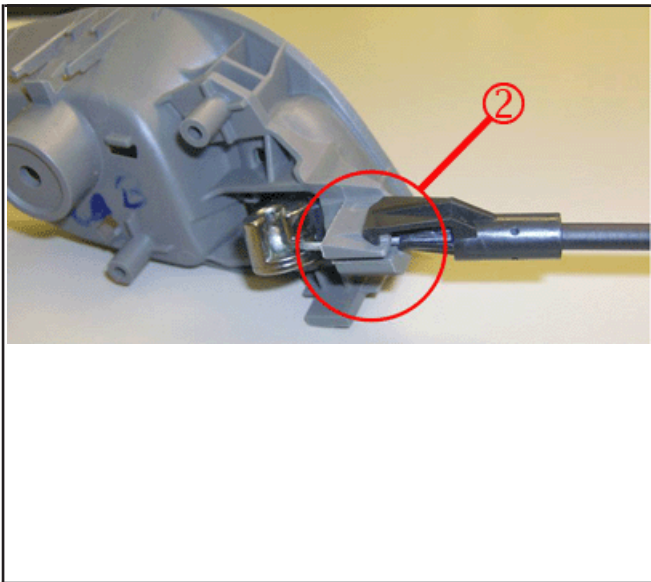
Kinked



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The above picture shows the inside door handle cable kinked at the inside door handle (1). If the cable is kinked, it will need to be replaced.

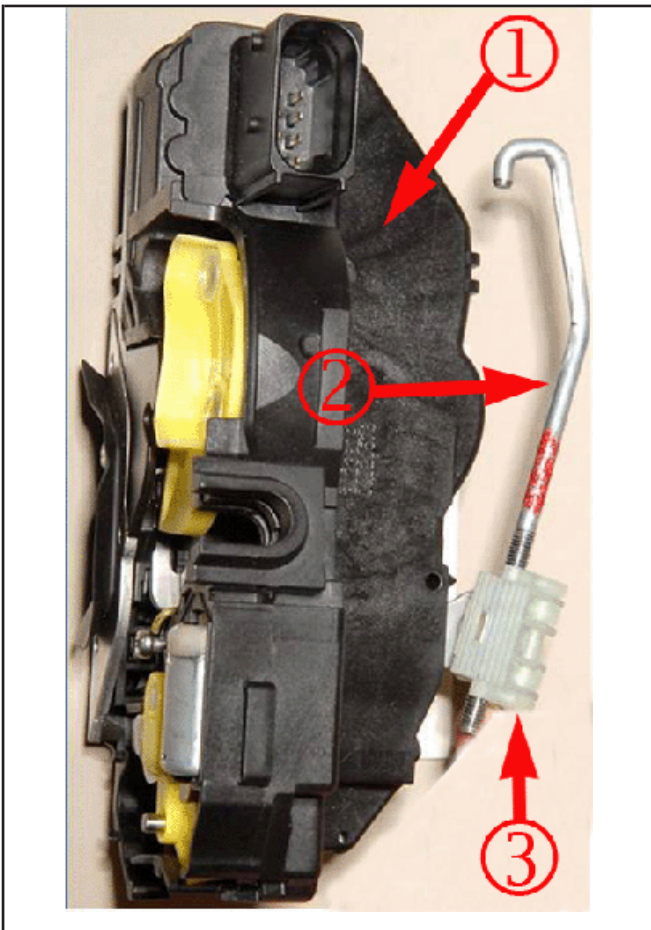
Incorrectly Installed



2348349

The above picture shows the inside door handle cable not fully seated to the outside door handle (2). If this concern is found, it is only necessary to push the door handle cable on to the inside door handle, to make sure it is fully seated.

Correction 2:



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- 1. Door Latch Assembly.
- 2. Outside Handle Rod.

3. Clip (attached to outside release lever on latch)

Visually inspect the outside handle rod connection to the latch (1). Typically with a properly adjusted outside handle rod, there will be approximately an equal amount of exposed threads on both sides of the clip. To assure proper connection, disconnect the outside handle rod (2) from the white plastic clip (3) on the door latch assembly. Cycle the inside lock knob up and down at least 3 time . Make sure that the white plastic clip and lever are in the full up position while reinserting the rod into the clip.

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.