



Service Bulletin

File in Section: -

Bulletin No.: PIE0217

Date: May, 2012

PRELIMINARY INFORMATION

Subject: Engineering Information – Potential BCM Replacement Due to Power Door Locks Inoperative, Doors Will Not Lock or Unlock

Models: 2012 Buick Verano
2012 Chevrolet Cruze

Attention: Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL – refer to Service Bulletin 04-00-89-053E for more details on the use of Engineering Information PIs.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment on power door lock concerns that lead to K9 body control module (BCM) replacement.

Cause

GM Engineering is attempting to determine the root cause of the BCM being replaced due to power door lock concerns. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

Complete all service manual diagnostic steps as specified for the particular power door lock concern. If diagnosis leads to BCM replacement, please contact the engineer listed below prior to replacement. The engineer will provide additional instructions/checks to verify the BCM should be replaced. This request is being issued for engineering analysis due to the high rate of NTF BCM field returns.

Contact Information

Engineer Name	Phone Number
David Albrecht	248-563-6076

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O.) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
B6819*	Engineering Information – BCM Replacement Due to Power Door Lock Concerns	0.6 hr

*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.