



# Service Bulletin

File in Section: -

Bulletin No.: PIE0219

Date: July, 2012

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Door Lock (Latch) Inoperative, Does Not Lock or Unlock, Inside or Outside Door Handle Inoperative

**Models:** 2012 Chevrolet Cruze, Sonic

**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 one or more of the following door lock (latch) concerns.

- Door will not unlock or lock.
- Outside handle will not work.
- Inside handle will not work.
- Door will not open.
- Door will not unlock using key fob (issue on one door only).

Door locks (latches) returned under warranty have been tested with no trouble found.

### Cause

GM Engineering is attempting to determine the root cause of the above condition. 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

Verify that the concern exists using only external checks and contact one of the engineers listed below. DO NOT remove the door trim panel prior to calling.

### Contact Information

| Engineer Name | Phone Number |
|---------------|--------------|
| Brian Drake   | 248-467-9465 |
| Scott Sorbie  | 586-907-0541 |

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 |
|-----------------|---|------------|
| B6803*          | Engineering Information – Door Lock Inoperative | 0.2 hr     |

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 It will not be published in the Labor Time Guide.