



# Service Bulletin

File in Section: -

Bulletin No.: PIE0234

Date: September, 2012

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Front and/or Rear Side Doors Will Not Open Using Inside and/or Outside Handles

**Models:** 2011-2013 Cadillac SRX

**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 that they are unable to open a front or rear side door using the inside and/or outside handle even though it is unlocked and the child lock is not engaged.

### 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

Contact the engineer listed below before diagnosing or repairing the vehicle.

### Contact Information

Engineer Name	Phone Number
John Keeney	(248) 763-2780

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
B6830*	Engineering Information – Front And/Or Rear Side Doors Will Not Open Using The Inside And/Or Outside Handles	0.5 hr

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 It will not be published in the Labor Time Guide.