



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Diagnostic Tip - Key Does Not Fold Or Will Not Stay Closed

**Models:** 2013 - 2014 Buick Encore  
2010 - 2014 Buick LaCrosse  
2011 - 2014 Buick Regal  
2012 - 2014 Buick Verano  
2011 - 2014 Chevrolet Cruze  
2010 - 2014 Chevrolet Camaro  
2010 - 2014 Chevrolet Equinox  
2012 - 2014 Chevrolet Sonic  
2013 - 2014 Chevrolet Spark  
2013 - 2014 Chevrolet Trax (Canada Only)  
2011 - 2014 Chevrolet Volt  
2010 - 2014 GMC Terrain  
2008 - 2009 Pontiac G8  
2008 Saturn Astra

*This PI was superseded to update model list and subject line. Please discard PIC4788D.*

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

### Condition/Concern

A technician may comment that the key in the fob will not fold closed or will not stay latched.

### Recommendation/Instructions

The key fobs for the involved vehicles are unique in their operation in that the key folds into the fob. This folding mechanism can be damaged if the keys are left in the door lock cylinder and the fob is accidentally bumped or contacted while servicing the vehicle. Please advise all dealership personnel to refrain from storing the key in the door lock cylinder even for brief periods (such as moving vehicles on the lot).

### ADDITIONAL SI KEYWORDS:

ignition remote transmitter

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.

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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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