



Service Bulletin

PRELIMINARY INFORMATION

Subject: Information on Opening Hood When Hood Primary Latch Release Cable is Inoperative

Models: 2010-2014 Chevrolet Equinox
2010-2014 GMC Terrain

Condition/Concern

Some customers or dealer personnel may comment that the inside hood release cable is not functioning and they are unable to open the hood.

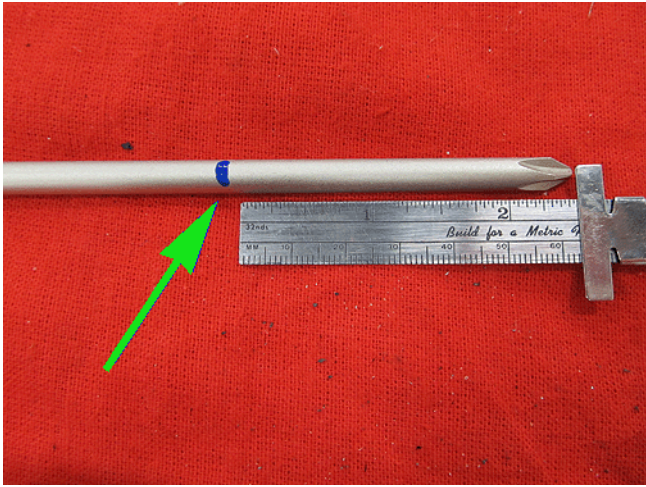
Recommendation/Instructions

Use the following steps to create a emergency hood release tool.

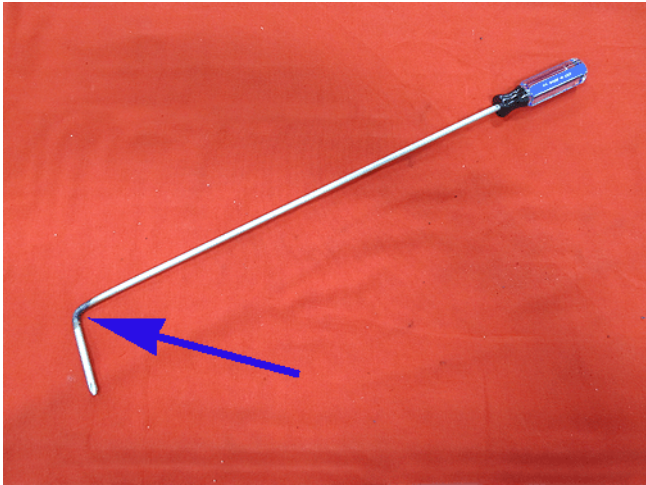


1. Obtain a #2 Phillips head screwdriver approximately 320 mm (22 in) in length (1).

Note: The tool is easiest to make with an inexpensive non hardened screwdriver. It may be necessary to heat the screwdriver with a torch in order to create the bend shown in the procedure.



2. Measure and mark the screwdriver 63 mm (2.5 in.) from the tip as shown.



3. Clamp the screwdriver in a vise and create a 90° bend as shown.

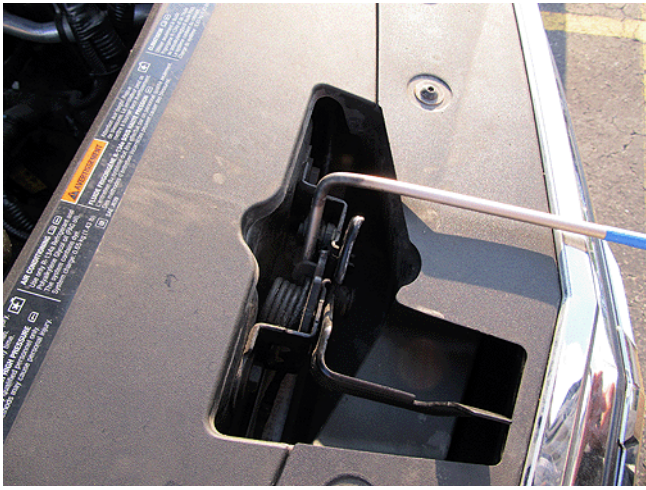
Using the tool created above, release the hood latch as follows:

Note: The tape on the release tool helps indicate the insertion depth and protects the paint finish on the edge of the hood.

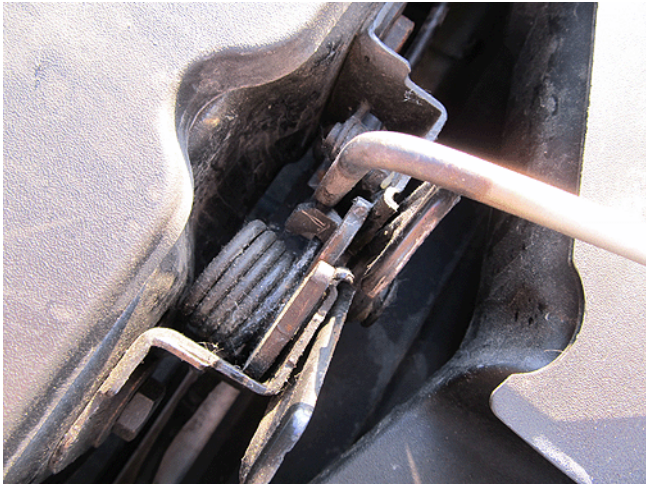


1. Insert the tool (under the hood and above the grille).

Note: The following photos were taken with the hood open to demonstrate the hood latch release steps.



2. Turn end down into the center of the latch.



3. Rotate the release tool counterclockwise to push release lever.



4. With release lever depressed, rotate the release tool to the right (towards driver's side) releasing the hood lock.

Warranty Information

For vehicles repaired under warranty use Other Labor Hours (OLH) to create the tool and additional materials allowance (to pay for the screwdriver) added to the primary repair procedure (such as Hood Primary Latch Release Cable Replacement or Hood Primary and Secondary Latch Replacement).

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