



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Hatchback Liftgate Will Not Open Using Remote Key Fob and Touchpad

**Models:** 2012-2013 Chevrolet Sonic  
5 Door Hatchback Liftgate Vehicles Only

### Condition/Concern

Some customers may comment that the hatchback liftgate will not open when they are using the remote key fob and the touchpad.

This condition may be caused by the following:

- The customer **does not** press the key fob unlock button twice in order to enable the operation of the hatchback touchpad.  
**OR**
- A body control module (BCM) software anomaly.

### Recommendation/Instructions

If the above Condition/Concern is encountered, **DO NOT** replace the BCM.

**Notice:** The key fob unlock button **MUST** be pressed **TWICE** in order to enable the operation of the hatchback touchpad.

1. Verify that the Condition/Concern exists as described.
  - ⇒ If the key fob unlock button is pressed twice and the hatchback touchpad **does work**, instruct the customer in the correct way to open the hatchback using the key fob and touchpad.
  - ⇒ If the key fob unlock button is pressed twice and the hatchback touchpad still **does not work**, an updated software calibration has been released to address this Condition/Concern. **Go to Step 2.**
2. Verify the battery voltage is more than 12 volts but less than 16 volts before proceeding with reprogramming the BCM.
3. Verify that the devices being used for reprogramming are updated with the latest available software.
4. Refer to **Control Module References** in SI for the appropriate Programming and Setup procedures.
5. If a wireless connection will be used for reprogramming, a secure service department connection must be used. **DO NOT** use any public WiFi connection from the customer lounge.
6. Reprogram the BCM using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the SPS procedures in SI.
7. Verify that all DTCs are cleared after performing the reprogramming event.
  - ⇒ **If further assistance is required call Techline at 1-800-828-6860 for English, or 1-800-503-3222 for French.**

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time

N4808	Body Control Module Reprogramming with SPS	Use Published Labor Operation Time
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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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