



PRELIMINARY INFORMATION

Subject: Door Latch Diagnostic Procedure

Models: 2011 and Prior GM Passenger Cars and Trucks (Excluding Corvette, XLR, CTS Coupe, CTS-V Coupe)

This PI is being revised to add the 2011 model year and Warranty Information. Please discard PI0011.

Condition/Concern

Some customers may comment that the front or rear side door has one or more of the following conditions:

- The door will not open from the inside or outside handle.
- The door will not unlock with the key fob or electrical switch on the interior door trim.
- The door will not unlock with the inside lock knob.
- The door will not unlock with the key cylinder.

The primary cause of these symptoms is a condition called "preload," resulting from incorrect attachment of the outside handle rod to the latch. If the outside handle release lever on the latch is not in the full up position when the rod is attached by the clip on the latch, the latch will not operate correctly.

Another condition causing latch malfunction, especially lock/unlock, is caused by high effort on the inside lock knob. Resistance to the travel of the lock knob may cause the latch not to unlock.

A third condition causing malfunction is the improper or incomplete attachment of the outside handle rod and inside handle rod/cable. If the outside handle rod clip is not completely secured, the clip can come unlatched and the outside handle will not function.

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

Recommendation/Instructions

Note: Verify the latching function after each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Perform these preliminary inspections:

1. Inspect the inside and outside door handle for debris, that all parts are present and working properly, and that they are securely attached.
2. Inspect the inside lock knob for smooth, low effort functioning manually and full travel with power locks. If high effort and/or partial travel are present, check to make sure that the inside lock knob rod is not bent and inspect for interference with the following components:
 - the trim pad
 - the inside lock knob rod grommet
 - the side impact foam
 - the water deflector
 - the inner belt seal
 - the wire harness

- other parts in the rod environment

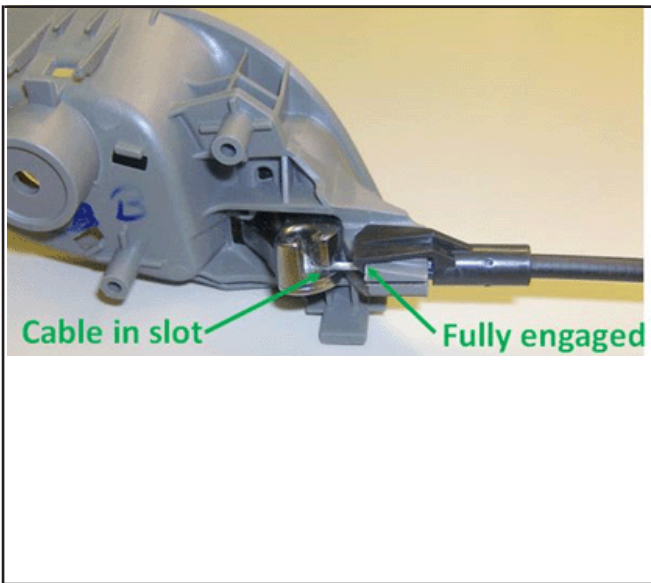
3. For rear doors on which the inside handle will not function, verify that the child security feature is not engaged. If no issues were found when performing the preliminary inspections, proceed with the following steps.

Note: Verify the latching function after each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

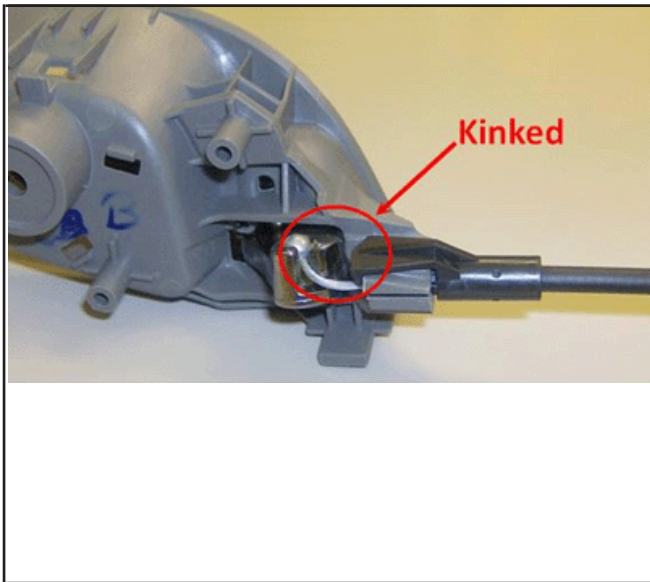


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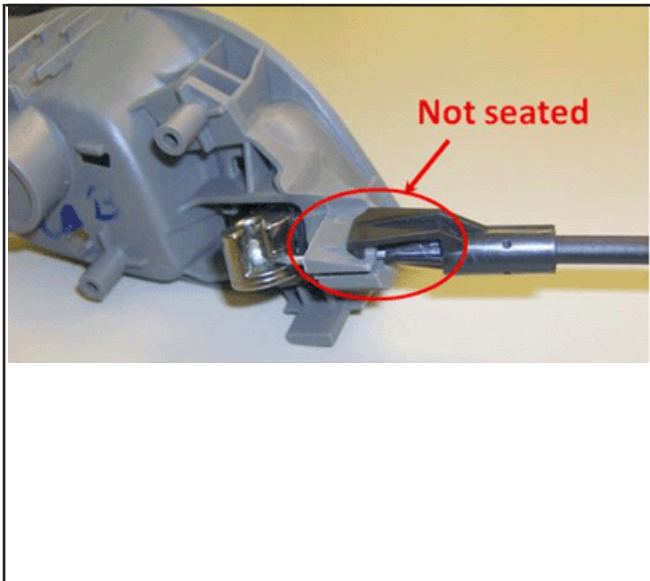
1. Remove the door trim while maintaining the inside handle cable attachment. DO NOT LET THE TRIM PAD HANG FROM THE HANDLE CABLE OR THE WIRE HARNESS.



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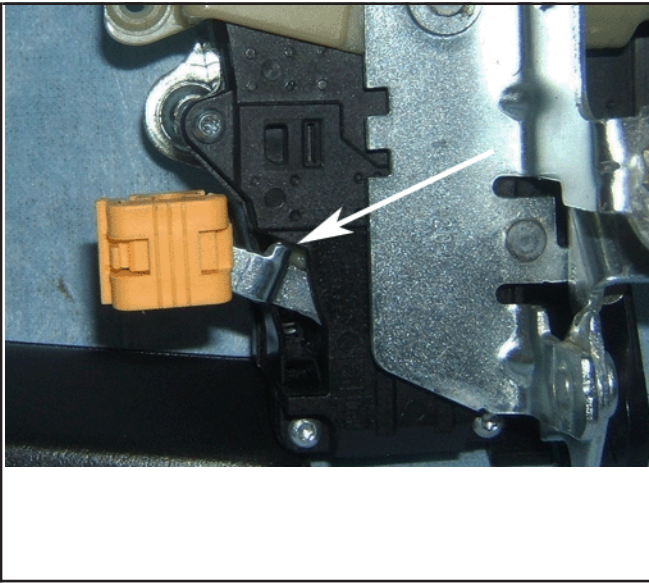


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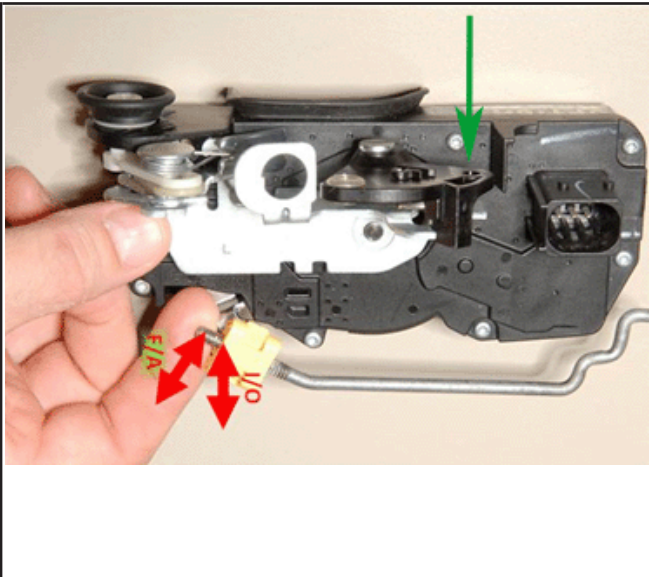
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2. Inspect the connections of the inside handle cable to the inside handle and latch. Assure that the cable is not kinked and that the lever on the latch moves when the inside handle is actuated. If the condition persists at this point, disconnect the inside handle cable from the handle and set aside the trim.
3. Verify that the key cylinder rod is attached to the key cylinder pawl and the latch. Reattach as required.
4. Verify that the outside handle rod is present, properly attached to the handle and is the correct part.



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5. Unlatch the clip holding the outside handle rod to the latch. Make sure the outside handle rod lever on the latch is in the full up position and hard against stop on the latch. While maintaining this lever position, re-attach the rod using the clip. Pull on the bottom of the rod fore/aft and cross-car to assure secure attachment.
6. Verify that the electrical connector to the latch is fully seated. Remove and inspect for corrosion and electrical output when actuating the electrical switch on the door trim. If power is lacking, perform electrical diagnostics. Reconnect and assure that the connector is fully seated.



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7. Unbolt the latch and remove the latch from the door cavity with the electrical connector still attached. Function the power locks using the switch on the door trim (reattach the switch module to the electrical harness.) Verify that the lock/unlock lever shows full travel (refer to the green arrow in the picture above). If the latch properly functions (DO NOT replace latch), properly reassemble in order to correct the bind/attachment issue.
8. If all the above steps have been completed and the latch still does not function correctly, replace the latch.

Warranty Information

Labor Operation	Description	Labor Time
B9966*	Front Side Door Outside Handle Rod Adjustment	0.4 hr
B9967*	Rear Side Door Outside Handle Rod Adjustment	0.4 hr
*This is a unique labor operation for PI use only. It will not be published in the Labor Time Guide. Note: If the latch/lock is replaced, use the appropriate latch/lock replacement labor operation.		