



# Program Bulletin



## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Front and Rear Door Handles May Stick or Bind

**MODELS:** 2013 Buick LaCrosse, Regal, Verano  
2013 Cadillac SRX  
2013 Chevrolet Cruze, Malibu  
Equipped with Keyless Entry Feature (ATH)

### CONDITION

On **certain** 2013 model year Buick LaCrosse, Regal, Verano; Cadillac SRX; and Chevrolet Cruze and Malibu vehicles, equipped with the keyless entry feature (ATH), there may be an interference condition between the outside door handle and the door handle bracket assembly. This could cause the outside door handle to stick or bind in the open position when the door is opened from outside of the vehicle. If this occurs, the door may bounce back when attempting to close it. If the door does not latch, a warning chime will sound and a warning message in the instrument cluster will illuminate. Tapping on the outside door handle or closing the door with higher effort should free the door handle and allow it to latch.

### CORRECTION

Dealers are to inspect and modify the front and rear outside door handles.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

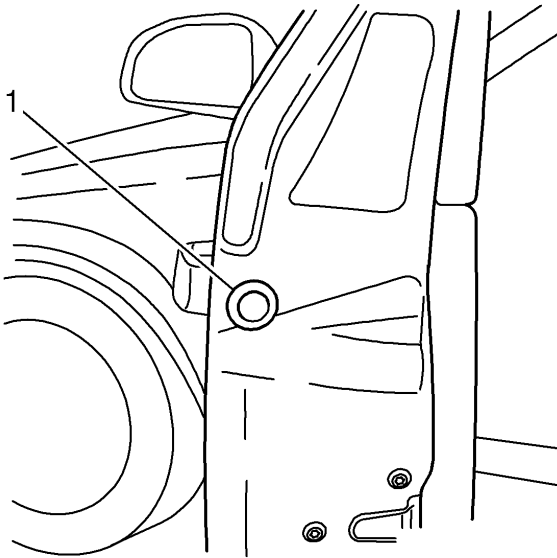
The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PART INFORMATION

No parts are required for this program.

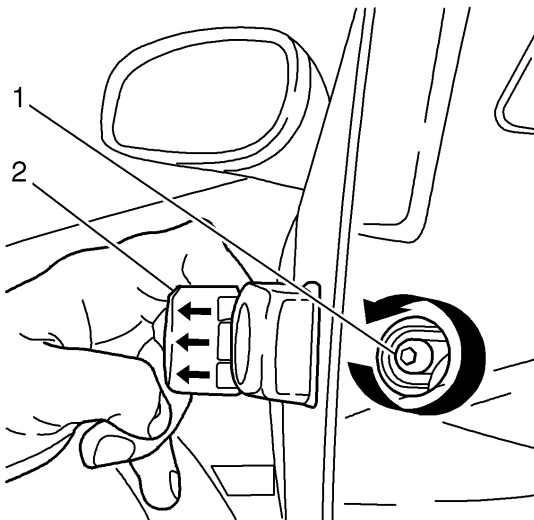
SERVICE PROCEDURE

**Note:** Perform the service procedure on ALL vehicle doors.



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1. Remove the cover cap that conceals the screw (1) from the inside edge of the door using a small flat-bladed tool.



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**Note:** The door outside handle (2) must now be secured in the pulled position.

2. Pull on the door handle (2) and hold it in the full open position.

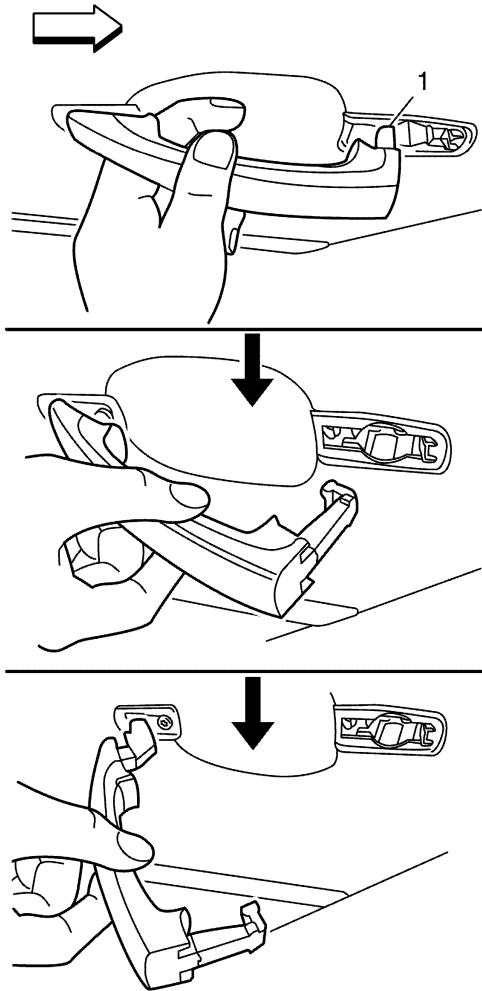
**Caution: USE HAND TOOL ONLY. DO NOT TURN THE SCREW PAST 7 ROTATIONS TOTAL; this will break the door handle bracket.**

3. While holding handle (2) in the full open position, using a manual 20 Torx, loosen the screw (1) 7 full turns. The handle (2) will stay in the full open position without being held.



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4. Remove the bezel with cylinder / cover and blank cylinder (1) from the door. If the lock cylinder or bezel can NOT be removed, continue loosening the screw one full turn at a time until the lock cylinder or bezel is removed.



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5. Slide the door handle rearward releasing it from the door handle bracket.
6. Open the door handle fully.



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7. Measure the leg of the door handle as shown. Ensure the thickness is between 5.7 mm (0.224 in) and 5.9 mm (0.232 in).

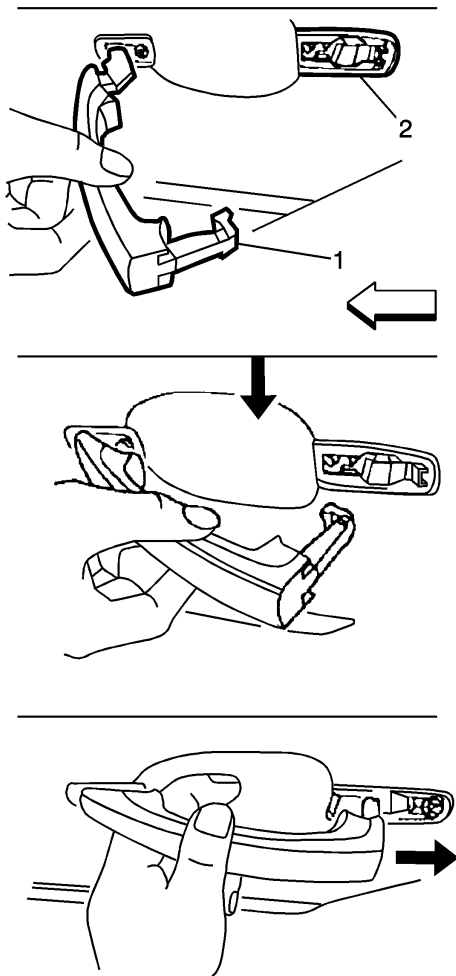


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- If the thickness is between 5.7 mm (0.224 in) and 5.9 mm (0.232 in), the door handle leg does NOT require modification. Proceed to step 8.

**Note:** Removing too much material may create a rattle condition. The final thickness should be 5.7 mm (0.224 in).

- If the thickness is greater than 5.9 mm (0.232 in), use a flat file or fine grade sand paper to remove material from the area identified by the arrows. Remove an equal amount from both sides of the door handle leg. The final thickness should be 5.7 mm (0.224 in). Proceed to step 8 after removing the appropriate amount of material from the door handle.



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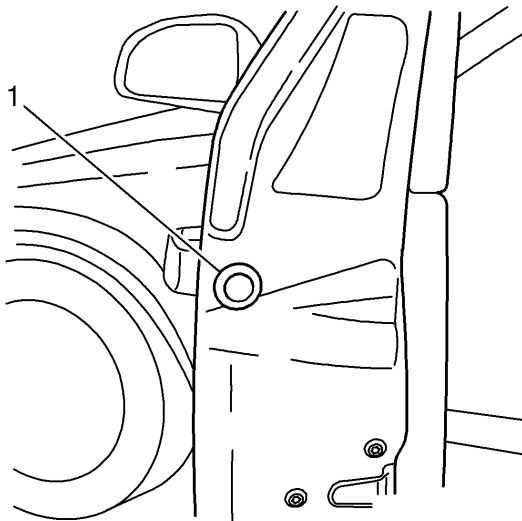
8. Install the door handle (1) to the door (2) as follows:
  - 8.1 Insert the door handle into the door handle pocket.
  - 8.2 Slide the door handle forward securing it into the door handle bracket.



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**Note:** Handle will snap back to flush condition. Turn the fastener in the clockwise (right) direction until proper torque is reached.

9. Install the bezel with cylinder / cover and blank cylinder (1) in the door.
10. Hold the bezel or cover flush to the door sheet metal and turn the cylinder clamp screw (2) until proper torque is reached. Tighten the screw to **3.5 Nm (31 lb in)**.



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11. Install the cover cap that conceals the screw (1) to the inside edge of the door.

#### COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
V2826	Inspect All Door Handles Add: File/Sand Door Handle(s)	0.6 0.1-0.4

**CUSTOMER NOTIFICATION** – For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

**CUSTOMER NOTIFICATION** – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

**DEALER PROGRAM RESPONSIBILITY**

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.





June 2013

Dear General Motors Customer:

We have learned that on your 2013 model year Buick LaCrosse, Regal, or Verano, Cadillac SRX, Chevrolet Cruze or Malibu, equipped with the keyless entry feature, there may be an interference condition between the outside door handle and the door handle bracket assembly. This could cause the outside door handle to stick or bind in the open position when the door is opened from outside of the vehicle. If this occurs, the door may bounce back when attempting to close it. If the door does not latch, a warning chime will sound and a warning message in the instrument cluster will illuminate. Tapping on the outside door handle or closing the door with higher effort should free the door handle and allow it to latch.

Your satisfaction with your GM vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will inspect and, if necessary, modify the front and rear outside door handles. This service will be performed for you at **no charge**.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on Courtesy Transportation.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Jim Moloney  
General Director,  
Customer and Relationship Services