



Service Bulletin

File in Section: -

Bulletin No.: PIE0244A

Date: April, 2013

PRELIMINARY INFORMATION

Subject: Engineering Information – Power Rear Door Lock Difficult to Operate, Binds

Models: 2012-2013 Chevrolet Captiva Sport

Attention: Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL – refer to Service Bulletin 04-00-89-053E for more details on the use of Engineering Information PIs.

This PI is being revised to add the 2012 model year. Please discard PIE0244.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment that the power rear door lock(s) are inoperative, binding, slow to lock and/or unlock. This condition may be present on the left or right rear door.

Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

If a vehicle with the above described condition is brought in for service, contact one of the engineers listed below before beginning any diagnostic or repair procedures.

Contact Information

| Engineer Name | Phone Number |
|---------------|----------------|
| Scott Sorbie | (586) 907-0541 |
| Grant Nelson | (586) 709-3490 |

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

| Labor Operation | Description | Labor Time |
|--|---|------------|
| B6839* | Engineering Information – Door Lock Inoperative | 0.4 hr |
| *This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide. | | |