



Service Bulletin

File in Section: -

Bulletin No.: PI1043A

Date: September, 2013

PRELIMINARY INFORMATION

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

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

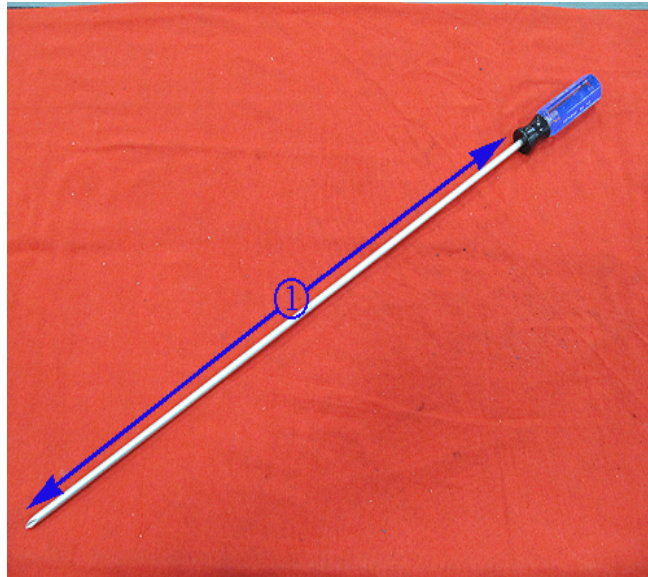
This PI is being revised to add step #4 to the first set of steps in the Recommendation/Instructions section and update the Warranty Information. Please discard PI1043.

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

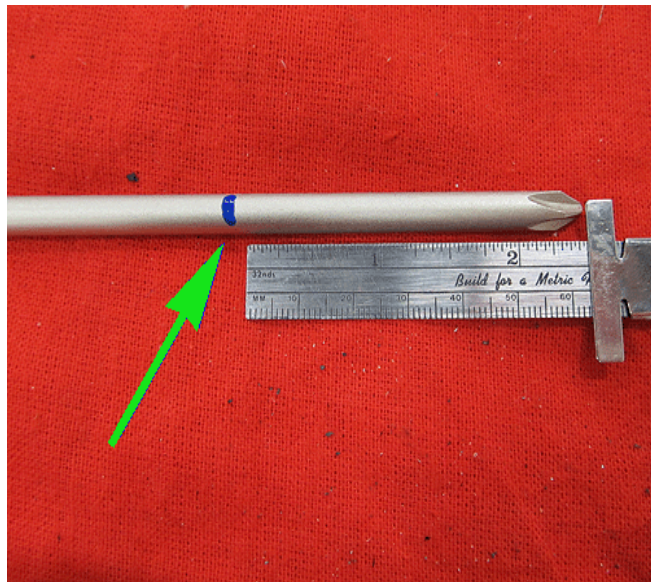
Use the following steps to create a emergency hood release tool.



3608485

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.



3608488

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



3608491

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



3612038

4. Install masking tape on the tool as shown. Place the tape approximately 130 mm (5.2 in) from the 90° bend. The tape on the release tool helps indicate the insertion depth and protects the paint finish on the edge of the hood. Using the tool created above, release the hood latch as follows:



3608493

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.



3608494

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



3608498

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



3608502

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

Warranty Information

\$10.00 (US) per dealership material allowance for screwdriver purchase.

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

- Record, on the job card, the other labor hours. Separate on/off time punches are required for each labor operation with other labor hours.