



Service Bulletin

File in Section: -

Bulletin No.: P11326

Date: October, 2014

PRELIMINARY INFORMATION

Subject: Rear Doors Passive Entry Switch Inoperative

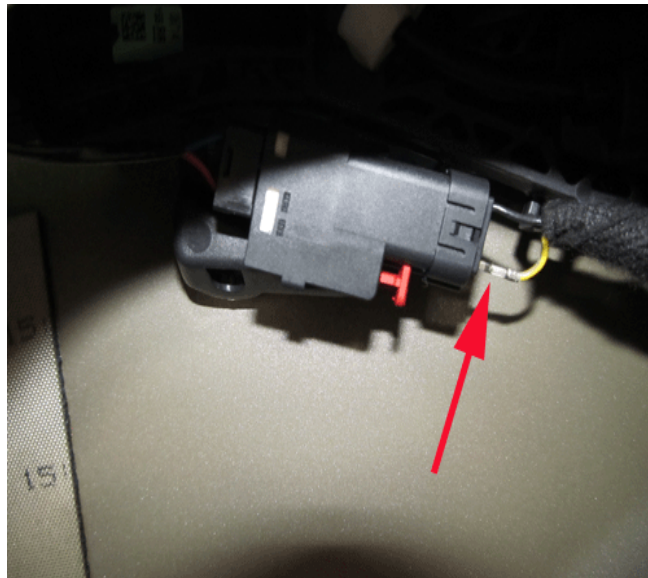
Models: 2015 Chevrolet Impala
Equipped with Passive Entry (RPO ATH)

Condition/Concern

Some customers may comment that the rear door(s) passive entry switch is inoperative.

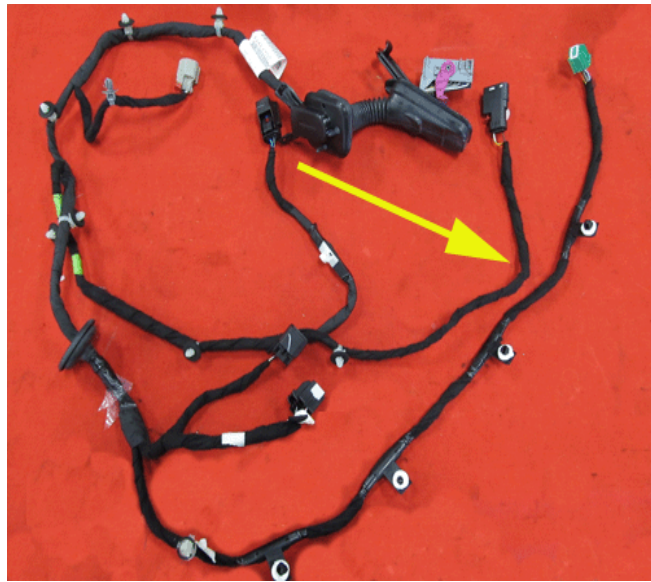
This may be caused by the door harness not having enough length for the outside door handle passive entry connector causing high tension on the harness, resulting in the terminals to be pulled out of the connector.

Recommendation/Instructions



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If the passive entry connector terminal(s) are pulled out or not retained properly in the connector (A24RR or A24LR) as shown above, replace both rear door harnesses and modify the new door harness prior to installing. Follow the instructions listed below:



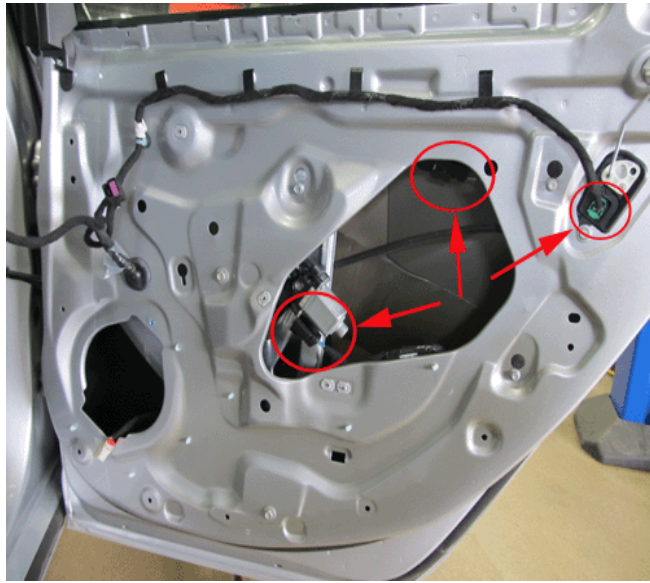
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- Identify the correct branch to be modified from the new door harness.



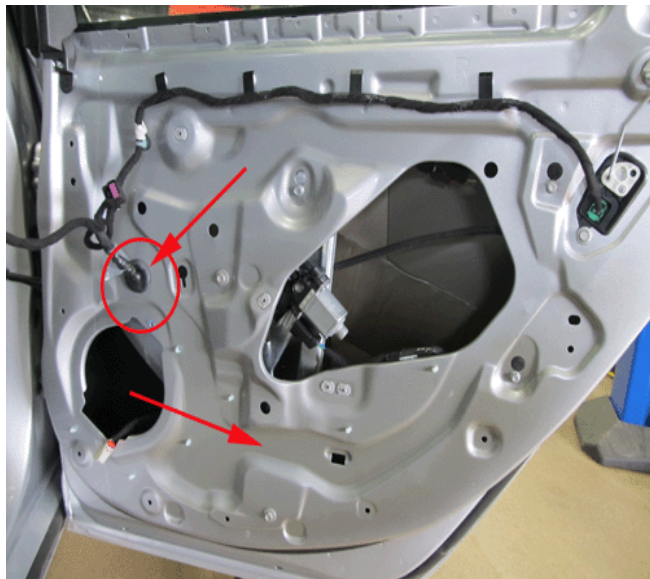
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- From the end of the connector to the first push-in retainer is 290 mm. The new retainer must be installed 20 mm from the original retainer away from the connector.
1. Measure 20 mm away from the connector and install a new retainer, P/N 19130464 or equivalent. Remove the original retainer after the new retainer is installed.
 2. Remove the rear door trim panel. Refer to the Rear Side Door Trim Replacement in SI.
 3. Remove the door speaker.
 - 3.1. Remove the speaker fastener.
 - 3.2. Disconnect the electrical connector.
 - 3.3. Unclip the harness retainer.
 4. Remove the water deflector.



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5. Disconnect the 3 electrical connectors.
6. Disconnect the electrical connector X700 (left side) or X800 (right side).
7. Disengage all push-in retainers attached to the door harness.



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8. Pull the grommet and harness through the grommet opening into the door frame and pull harness out through the speaker opening.
9. Remove the harness from the door.
10. Install the modified new door harness in the same location of the original door harness.
11. Reinstall the water deflector.
12. Reinstall the door speaker.
13. Reinstall the rear door trim panel. Refer to the Rear Side Door Trim Replacement in SI.
14. Clear any DTCs related to this issue.

Parts Information

Part Number	Description
19130464	Retainer

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
5480088*	Modify and Replace both Rear Door Harnesses	1.0 hr

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.