



Service Bulletin

File in Section: -

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Date: May, 2014

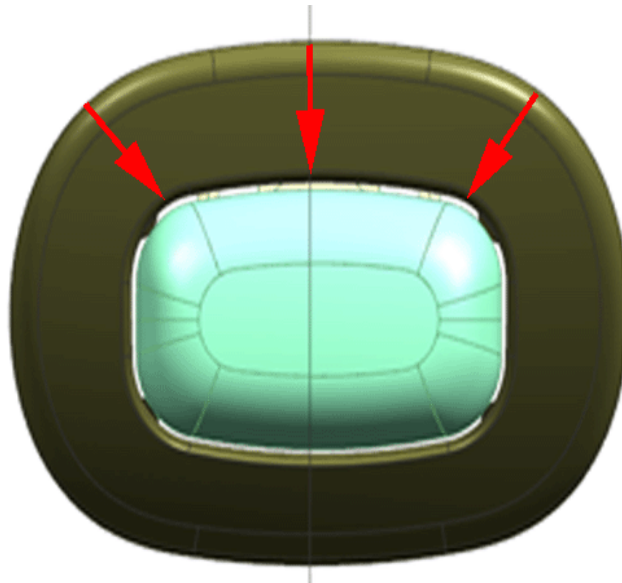
PRELIMINARY INFORMATION

Subject: Driver and Passenger Door Lock May Not Unlock When Using Power Lock and/or Transmitter

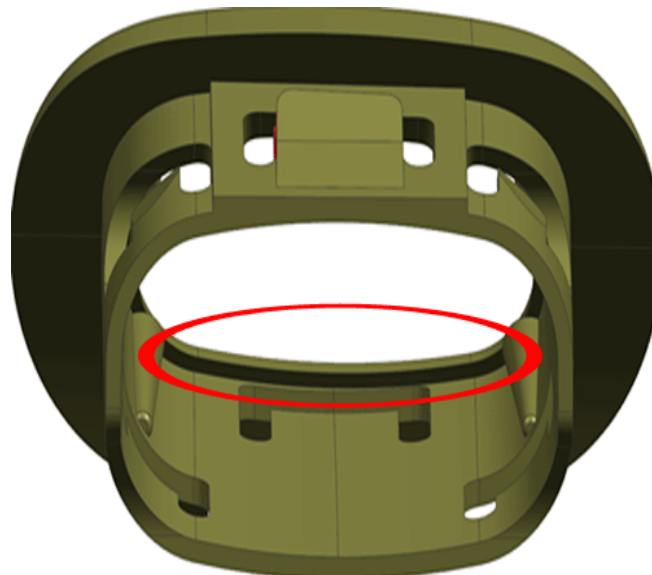
Models: 2013-2014 Chevrolet Traverse
2012-2014 GMC Acadia

Condition/Concern

Some customers may comment that the driver and passenger door lock may not unlock when using the power lock and/or the transmitter.



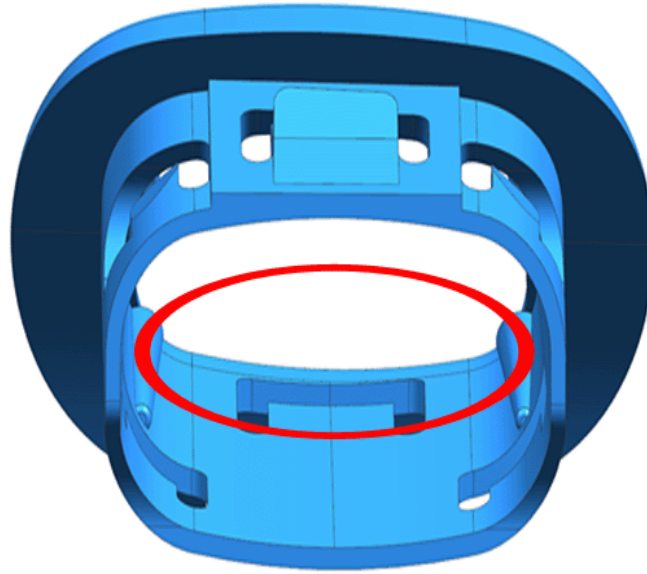
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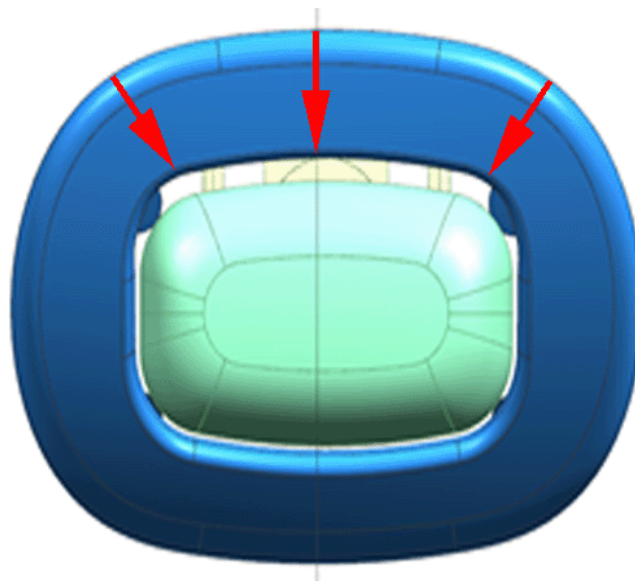
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This may be due to the locking tab hanging up on the lip inside the bezel, shown in the illustrations above, and not allowing the door lock knob to move upward and unlock the door.

Recommendation/Instructions



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Remove the driver and passenger door lock bezel from the door panel. Use a pocket screwdriver to push on the outboard tab on the bezel with a trim stick under the lip while lightly prying up. Using a file, remove the lip inside the bezel as shown in the illustrations above. This will prevent the locking tab from hanging up on the bezel lip.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
1080148*	Filing Lip Off of the Driver and Passenger Door Lock Knob Bezel	0.8 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		