



Service Bulletin

PRELIMINARY INFORMATION

Subject: Rear Doors Intermittently will not Open from Inside and/or Electric Child Lock (ECL) LED Light in ECL Switch Flashing

Models: 2010-2015 Buick LaCrosse
2011-2015 Buick Regal (Oshawa built only)
2012-2014 Buick Verano
2010-2015 Cadillac SRX
2013-2015 Cadillac ATS, XTS
2010-2014 Chevrolet Equinox
2011-2014 Chevrolet Cruze
2011-2015 Chevrolet Volt
2012-2015 Chevrolet Sonic
2013-2015 Chevrolet Malibu
2014-2015 Chevrolet Impala, Silverado
2015 Chevrolet Tahoe
2010-2014 GMC Terrain
2013-2015 GMC Sierra
2015 GMC Yukon

This PI has been revised to update the Models. Please discard PI0737.

Condition/Concern

The electric child lock (ECL) cannot be disabled (turned off) while the interior handle is being pulled.

If a vehicle occupant is attempting to open a rear door when the ECL switch is pressed, this door will remain with the ECL enabled (door will not open from the inside).

Vehicles equipped with ECL have a switch in both rear door latches that reads whether or not ECL is engaged.

If both latches don't report the same status from these switches, the LED on the ECL button will flash.

To re-enable the door after this occurs, you must press the ECL button twice with the interior handles released.

This first time the ECL is enabled, the second time the ECL is again disabled.

Note: The LED on the 2013 Malibu built prior to March 13, 2012 does not flash in response to the ECL latch switches. Only for these early Malibu vehicles, the BCM will have to be reprogrammed with the latest calibration software per the SI procedure.

Recommendation/Instructions

If an owner presents a vehicle for service with the condition of 'rear doors intermittently will not open from inside' or 'ECL LED light on the ECL switch flashing,' validate the system is operating properly.

Review with the owner that the handles **must be released** when the ECL button is pressed.

Do not replace rear door latches for this condition.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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