



Service Bulletin

File in Section: -

Bulletin No.: P11281

Date: July, 2014

PRELIMINARY INFORMATION

Subject: Sliding Door Does Not Stay Open While Vehicle is on a Downslope and/or Sliding Door Closes too Easily

Models: 2014 Chevrolet Express
2014 GMC Savana
Vehicles Built Prior to June 26, 2014

Condition/Concern

Some customers may comment that the sliding door does not stay open while the vehicle is on a downslope and/or sliding door closes too easily.

This condition may be due to the position of the roller arm not holding the sliding door in the open position.

Recommendation/Instructions

Reposition the roller arm further outboard, to create a better hold on the sliding door while open, following the steps listed below:

1. Remove the door step mat. Refer to Front Door Step Mat Replacement in SI.

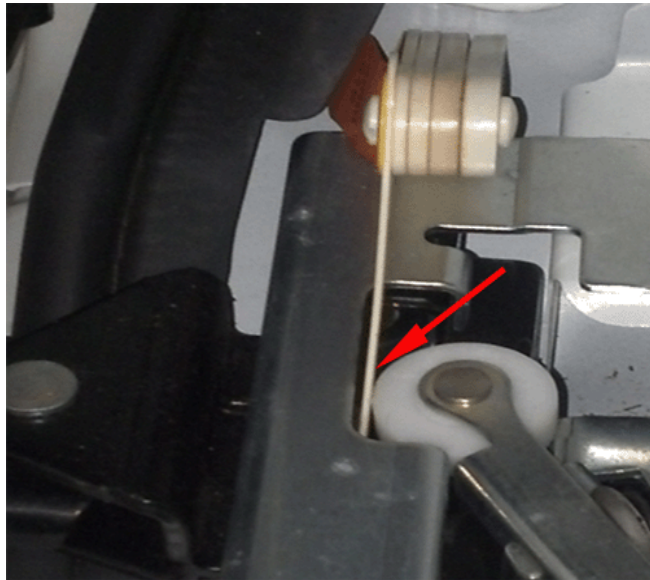


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- Use a pick tool and place under the base plate of the checker (1) and hook the tab (2) while bending inboard. Ensure the tab that is closest to the roller is now touching the trim edge (3) of the window with no gap as shown in the illustrations above.



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- Measure the gap from the outboard edge of the roller to the track. Ensure a 1.25 mm (0.05 in) maximum gap.

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
2080318*	Re-Position the Roller Arm for the Sliding Door	0.3 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		