



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Intermittent Remote Keyless Entry Inoperative

**Models:** 2013 - 2016 Buick Encore  
2010 - 2016 Buick Lacrosse, Regal  
2012 - 2016 Buick Verano  
2010 - 2016 Chevrolet Camaro, Equinox  
2011 - 2016 Chevrolet Cruze  
2014 - 2016 Chevrolet Impala  
2013 - 2015 Chevrolet Malibu  
2016 Malibu Limited  
2012 - 2016 Chevrolet Orlando, Sonic, Spark  
2013 - 2016 Chevrolet Trax (Canada)  
2010 - 2016 GMC Terrain

*This PI was superseded to update model years. Please discard PIT5119C.*

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

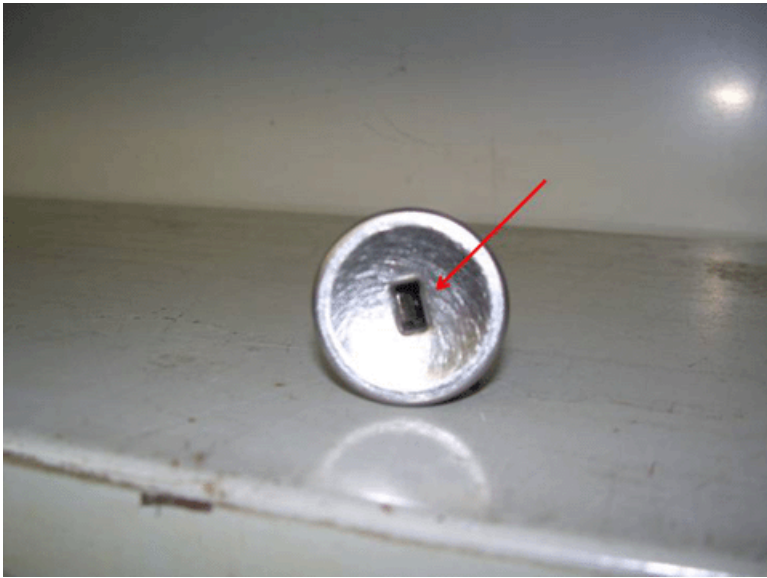
### Condition/Concern

Customer may comment the keyless entry remote is inoperative at times. This may be caused by the ignition key cylinder door sticks in the up position. When this happens it will disable the keyless remote start and the door lock functions. Customers may notice a Chime sound when the key is out of the ignition and the driver's door is open. The likely cause is a sticking ignition key cylinder door on plunger to the micro switch.

### Recommendation/Instructions

**Note:** Do NOT replace the ignition key cylinder.

Use a Lubriplate type of lubrication spray and lubricate the ignition key cylinder door. Insert the tip of the key in and out to verify the door of the cylinder is not sticking.



Ignition key door sticking open



## Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
5480068*	Lubricate the Ignition Key Cylinder	0.2 hr
* This is a unique labor operation for bulletin use only. This number will not be published in the Labor Time Guide.		

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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