



Service Bulletin

PRELIMINARY INFORMATION

Subject: Information on Opening Hood When Hood Primary Latch Release Cable is Inoperative

Models: 2010-2016 Chevrolet Equinox
2010-2016 GMC Terrain

Attention: This PI also applies to any of the above models that may be Middle East and Israel Export vehicles.

This PI has been revised to add the 2016 Model Year. Please discard PI1043B.

Condition/Concern

Some customers or dealer personnel may comment that the inside hood release cable is not functioning and they are unable to open the hood.

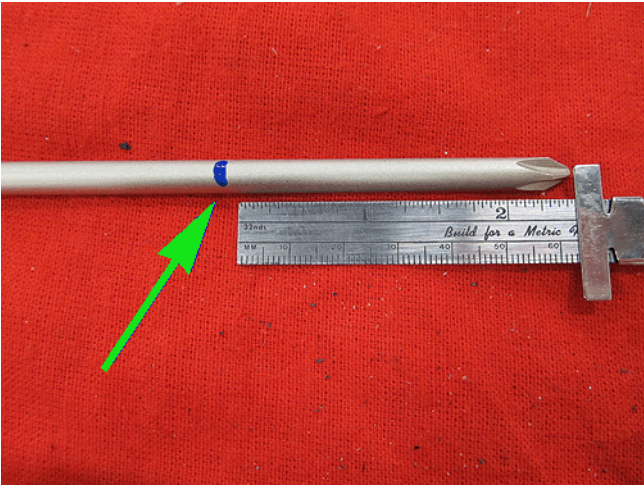
Recommendation/Instructions

Use the following steps to create a emergency hood release tool.

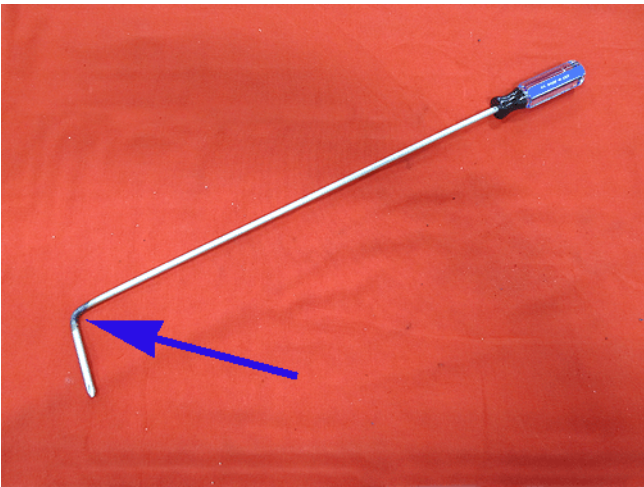


1. Obtain a #2 Phillips head screwdriver approximately 320 mm (22 in) in length (1).

Note: The tool is easiest to make with an inexpensive non hardened screwdriver. It may be necessary to heat the screwdriver with a torch in order to create the bend shown in the procedure.



2. Measure and mark the screwdriver 63 mm (2.5 in) from the tip as shown.



3. Clamp the screwdriver in a vise and create a 90° bend as shown.



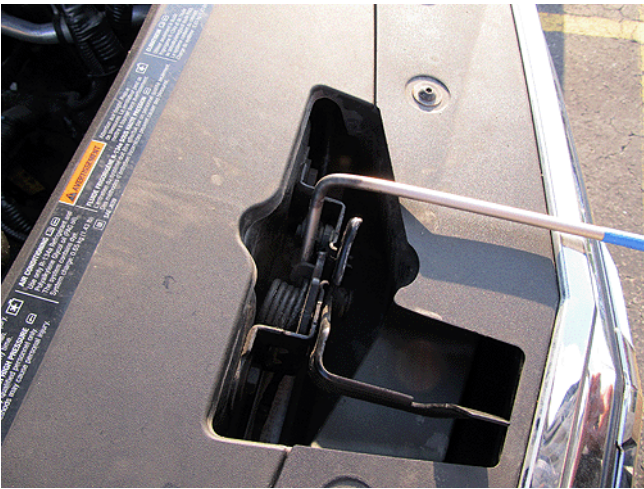
4. Install masking tape on the tool as shown. Place the tape approximately 130 mm (5.2 in) from the 90° bend. The tape on the release tool helps indicate the insertion depth and protects the paint finish on the edge of the hood.

Using the tool created above, release the hood latch as follows:



1. Insert the tool (under the hood and above the grille).

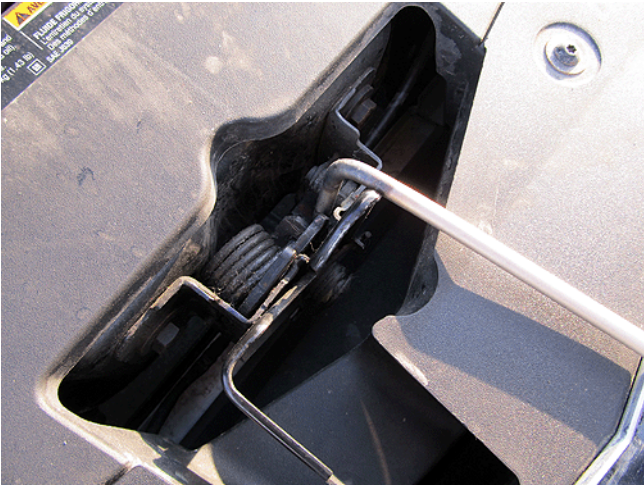
Note: The following photos were taken with the hood open to demonstrate the hood latch release steps.



2. Turn end down into the center of the latch.



3. Rotate the release tool counterclockwise to push release lever.



4. With release lever depressed, rotate the release tool to the right (towards driver's side) releasing the hood lock.

Warranty Information

\$10.00 (US) per dealership material allowance for screwdriver purchase.

For vehicles repaired under warranty, use Other Labor Hours (OLH) to create the tool added to the primary repair procedure (such as Hood Primary Latch Release Cable Replacement or Hood Primary and Secondary Latch Replacement).

- Record, on the job card, the other labor hours. Separate on/off time punches are required for each labor operation with other labor hours.

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION