



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-317

Date: October, 2016

INFORMATION

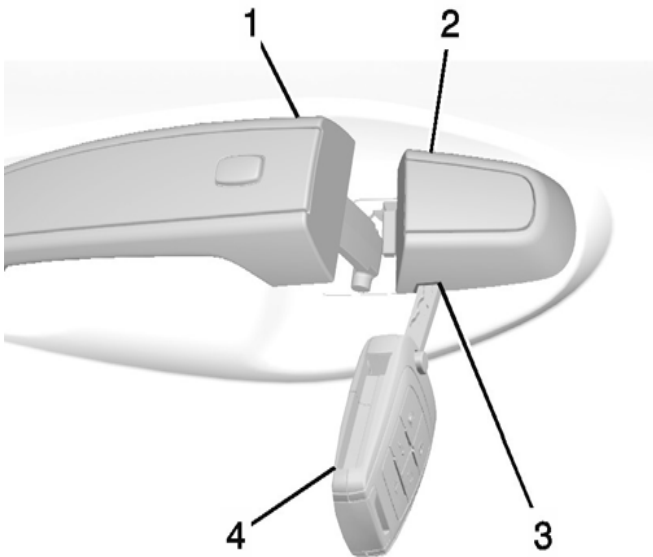
Subject: Information on Removal and Replacement of Door Handle Key Cylinder Cover to Access Key Cylinder

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	ATS	2014	2017			All	All
Cadillac	CT6	2016	2017			All	All
Cadillac	CTS	2014	2017			All	All
Cadillac	XT5	2016	2017			All	All
Cadillac	XTS	2016	2017			All	All
Chevrolet	Camaro	2016	2017			All	All
Chevrolet	Impala (VIN 1)	2014	2017			All	All
Chevrolet	Malibu (VIN Z)	2016	2017			All	All
Chevrolet	Volt	2016	2017			All	All
GMC	Acadia (VIN N)	2017	2017			All	All

Involved Region or Country	North America and all N.A. Export Regions
Condition	<p>The retaining tabs on the door handle key cylinder cover are being damaged or broken during removal and reinstallation.</p> <p>If the vehicle is locked and the passive entry is inoperative, (no function with handle button, no function with key fob), the key cylinder cover must be removed and the key must be used to access the vehicle.</p>
Cause	<p>Improper removal and installation of the key cylinder cover.</p> <p>If a sharp object is used during the removal of the cover, then the surface of the cover will be damaged. If the cover is reinstalled by pushing it straight onto the insulator, then the retaining tabs will be damaged or break. This will cause the cylinder cover to be loose or fall off.</p>

To Access the Key Cylinder (Driver Side)

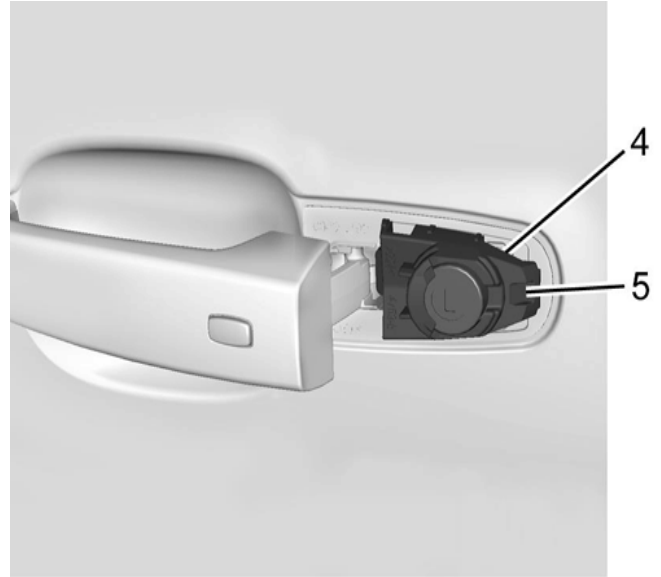
The following procedure must be followed to ensure proper retention of the key cylinder cover:



4585168

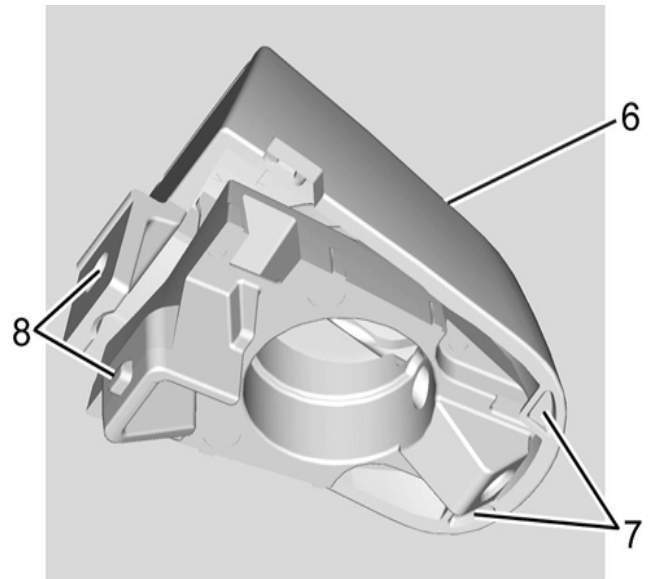
1. Pull the door handle (1) to the open position.
2. Insert the key (4) into the slot (3) on the bottom of the cover (2) and lift the key upward.
3. Move the cover (2) rearward and remove.
4. Use the key (4) in the cylinder.

To Replace the Cover

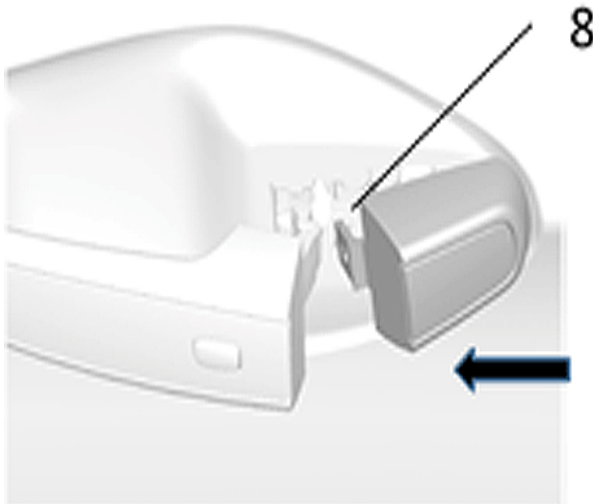


4585169

1. Pull the door handle to the open position.



4585170



4585171

2. With the cover at an angle as shown above, Insert the two tabs (7) at the back of the cover (6) between the seal (4) and the metal base (5).
3. Move the cover (6) forward and press the front cover to secure the cover in place (8).
4. Release the door handle.
5. Check the cover to ensure it is secure.
6. If the cover is loose or not seated properly, it is possible that the cover tabs (7) are not seated under the metal base (5).
7. Repeat steps to access the key cylinder or to replace the cover.

Version	2
Modified	Oct. 13, 2016 – Added the 2016 MY for Volt, updated the Condition statement and the steps.