



# Service Bulletin

## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Sliding Door Does Not Lock Manually and/or Outside Door Handle Breaks Off  
Expires with Base Warranty

**MODELS:** 2016 Chevrolet Express  
2016 GMC Savana  
Equipped with Sliding Door (RPO YA2)

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

### PURPOSE

This bulletin provides a service procedure to replace the outside door handle assembly with an improved design door handle assembly on **certain** 2016 model year Chevrolet Express and GMC Savana vehicles equipped with the sliding door (RPO YA2). These vehicles may have a condition in which the sliding door will not manually lock with a key from the outside and/or the outside pull handle breaks off.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory can be found in GlobalConnect, under Departments, Service, Field Action Inventory Reports (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

**PART INFORMATION**

For U.S. and Export: Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order. A quantity limiter may be in effect.

<b>Part Number</b>	<b>Description</b>	<b>Quantity/Vehicle</b>
84054471	HANDLE ASM RR S/D O/S	1

**SERVICE PROCEDURE**

1. Remove the rear sliding door outside handle. Refer to *Sliding Door Outside Handle Replacement* in SI.
2. Install the rear sliding door outside handle. Refer to *Sliding Door Outside Handle Replacement* in SI.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
9101984	Rear Side Door Outside Handle Replacement	0.6

**DEALER PROGRAM RESPONSIBILITY**

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

