



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-273

Date: September, 2016

TECHNICAL

Subject: Rear Door Handle Will Not Open the Door, Child Safety Lock Sticking

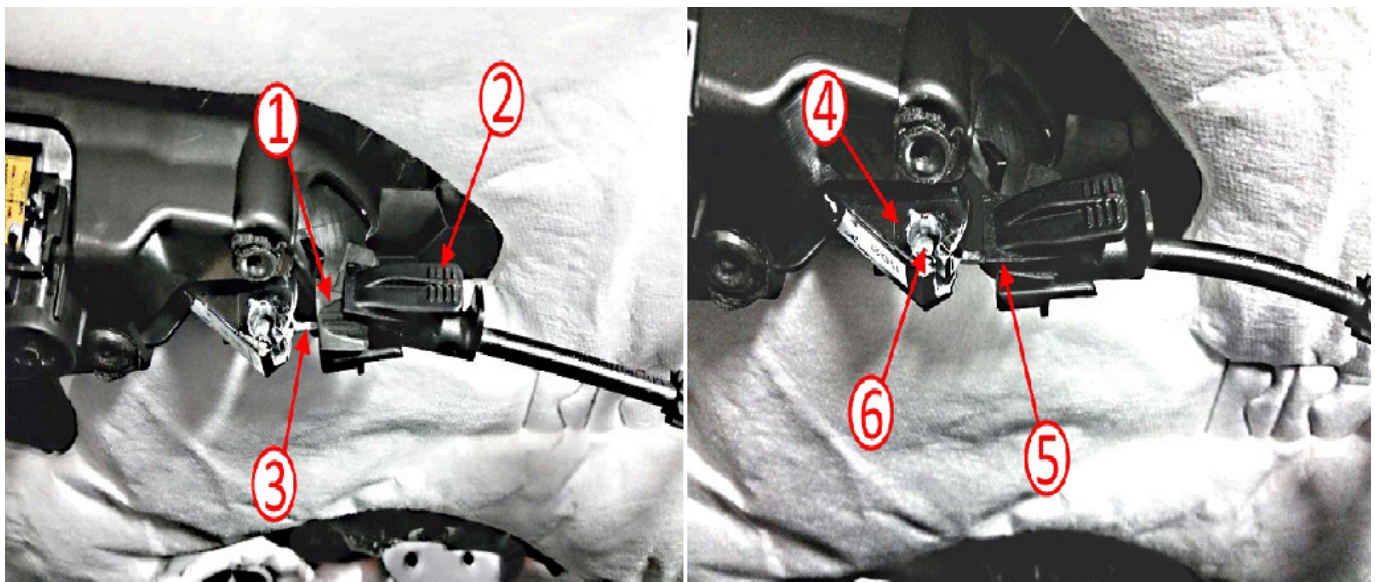
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Volt	2016	2017				

Involved Region or Country	North America and Korea
Condition	Some customers may comment that the rear door handle will not open the door.
Cause	<p>This may be caused by the following conditions:</p> <ul style="list-style-type: none"> • Child lock mechanism stuck in either positions. • Inside door handle lock cables not seated properly. • Outside door handle lock cables not seated properly. • Latch cable abutment not seated properly.

Correction

If the rear door handles will not open the doors due to the Child Safety Latch switch stuck, **Do Not** replace the door latches until the following procedure has been completed. The handle cables must be inspected for proper installation into the inside door handle to latch end, the outside door handle to latch end and the cable abutment sleeves mounted into their respective mounts.

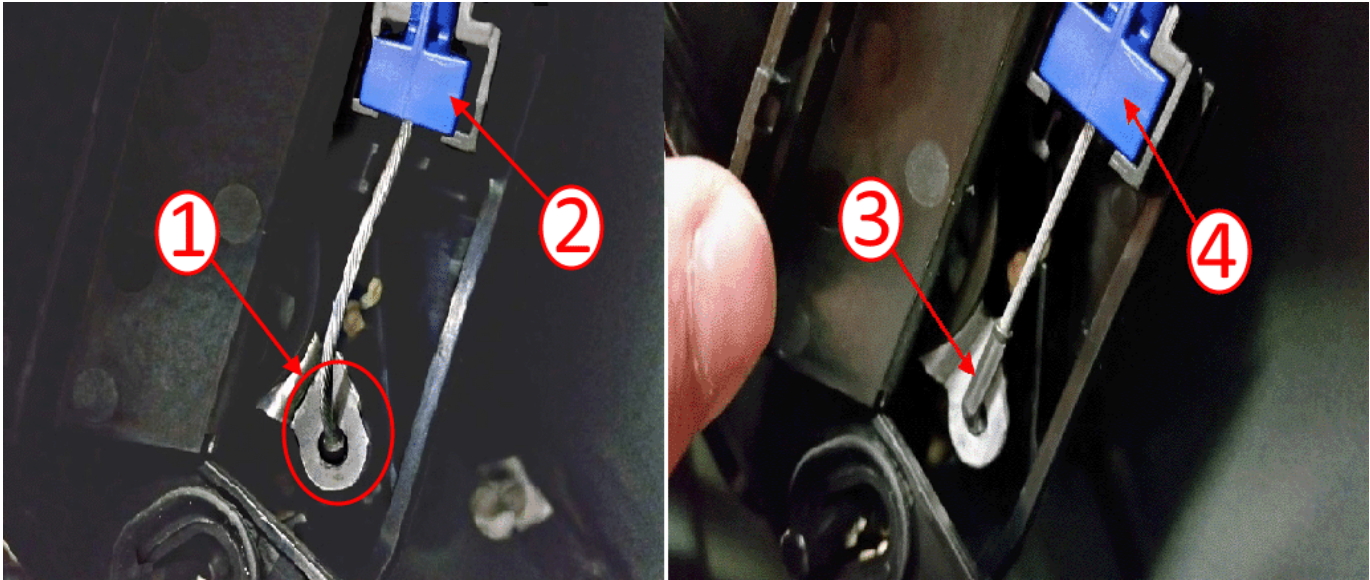
Service Procedure



1. Using care, remove the door trim panel.

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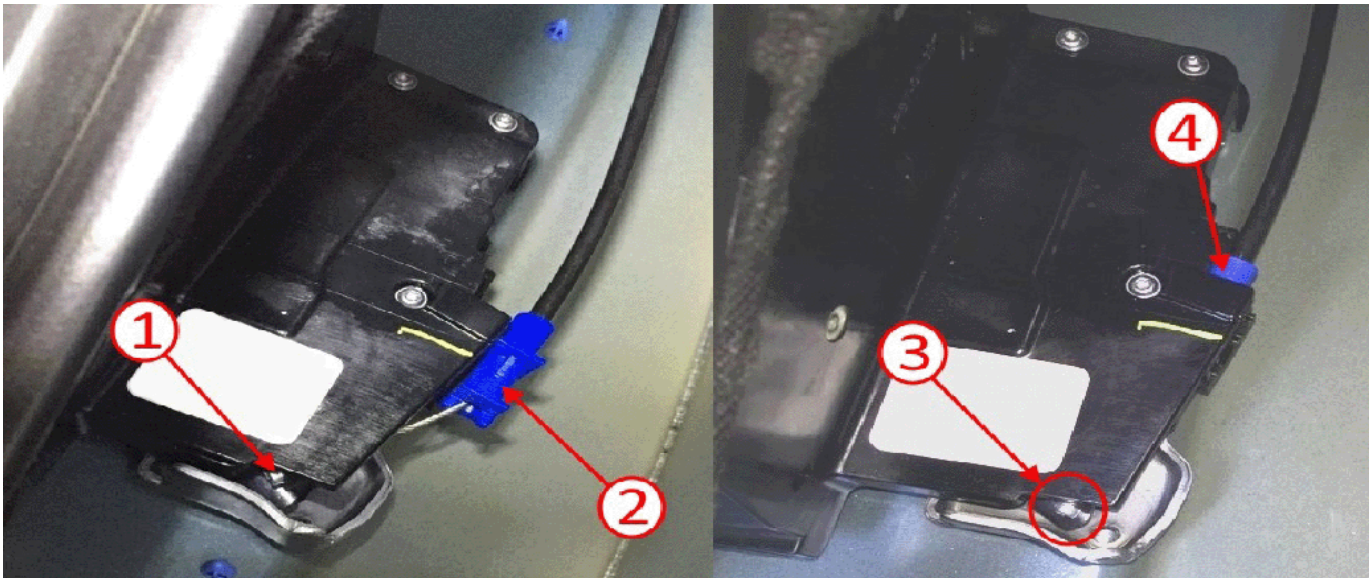
2. Inspect the inside door handle cable tension (3) and abutment (2) for improper installation onto the mount (1) as shown on the left.
3. Validate the cables anchor (6) is inserted into the latch throw (4) and the abutment is locked onto the mount (5) as shown on the right.



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Note: It may be required to remove the door latch and handle assembly from the door to properly inspect the handle cables to the latch ends.

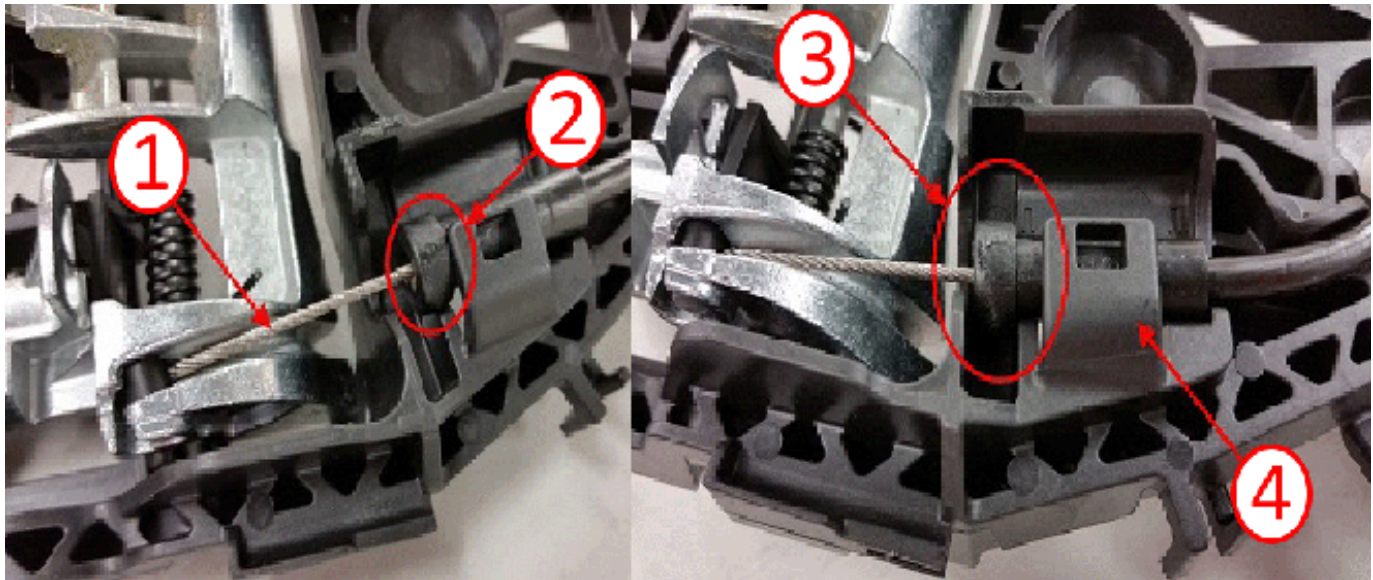
4. Inspect the inside door handle cable locking pin (1), cable tension and abutment (2) for improper installation into the latch as shown on the left.
5. Validate the cables locking pin is inserted into the latch throw (3) and the abutment (4) is locked in the mount as shown on the right.



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6. Inspect the outside door handle cable anchor (1) and abutment (2) for improper installation into the latch as shown on the left.

7. Validate the abutment is locked into the mount (4) and the cable anchor is secured into the latch (3) as shown on the right.



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8. Inspect the outside door handle cable tension (1) and abutment (2) for improper installation into the handle as shown on the left.
9. Validate the abutment (3) is locked into the mount (4) as shown on the right.
10. Validate the cables are in working condition, free of kinks, fraying, and properly installed in the mounts.
 - ⇒ If the cables are kinked, frayed or not properly installed in the mounts, correct as needed.
11. Validate proper Child Lock operation in the ON and OFF positions from inside and outside of vehicle.

If there are no inside or outside handle cable connection issues, refer to SI.

Warranty Information

Labor Operation	Description	Labor Time
2080718*	Rear Door Latch Cable Inspection and Repair, Left or Right Side	1.2 hrs
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	

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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