



# Service Bulletin

File in Section: -


Bulletin No.: 17-NA-320

Date: October, 2017

## INFORMATION

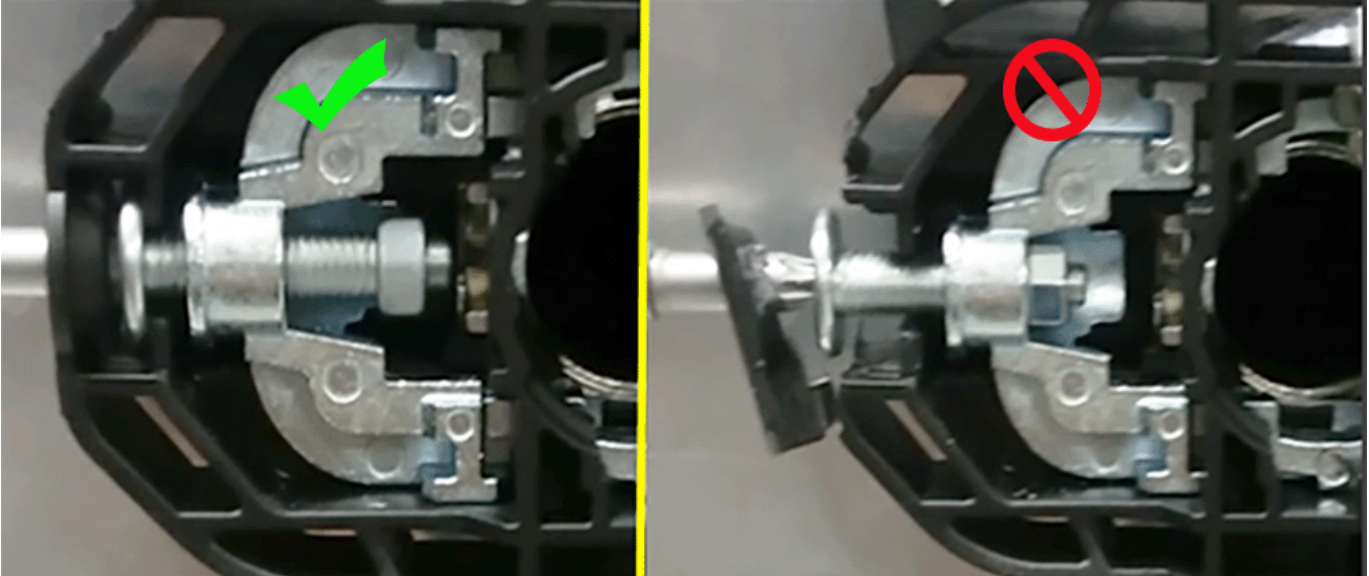
**Subject: Information on Outside Door Handle or Lock Cylinder Cover Loose, Falling Off**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2018	2018			All	All
Buick	Envision	2015	2018				
Buick	Lacrosse	2017	2018				
Chevrolet	Bolt EV	2017	2018				
Chevrolet	Cruze (Gen II - VIN B)	2016	2018				

<b>Involved Region or Country</b>	North America, N.A. Export Regions
<b>Additional Options (RPOs)</b>	
<b>Condition</b>	<p>Some customers may comment on any of the following:</p> <ul style="list-style-type: none"> <li>• Outside door handle loose.</li> <li>• Outside door handle pulls out of door.</li> <li>• Outside door handle fell off.</li> <li>• Outside door handle lock cylinder cover fell off.</li> <li>• Outside door handle lock cylinder cover loose.</li> </ul>
<b>Cause</b>	<p>The cause of the condition may be either of the following issues:</p> <div style="text-align: center;">  </div> <p style="text-align: right; font-size: small;">4876194</p> <ol style="list-style-type: none"> <li>1. Door handle bracket fracture due to the door lock cylinder cover assembly not being fully seated during assembly.</li> <li>2. Fastener not being torqued to proper specification.</li> </ol>

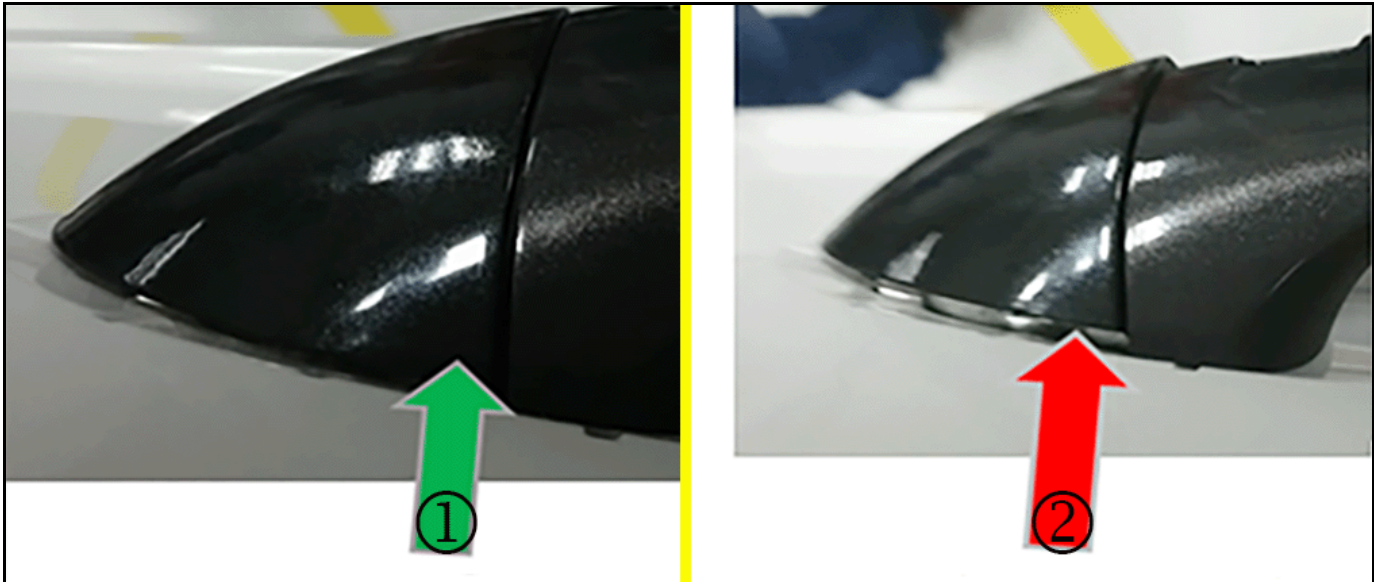
### Avoid Bracket Damage Upon installation of Door Handle or Lock Cylinder Cover

During replacement of the door handle or lock cylinder opening cover, ensure the cylinder cover is fully seated during assembly, by following informational steps below:



4876200

**Caution:** The lock cylinder cover must be fully seated while tightening the retaining screw. Failure to fully seat the cover will result in damage to the outside handle bracket.



4876195

1. The cover must be fully seated (1) when the fastener is torqued. An example of an unseated cover (2) is also shown above.



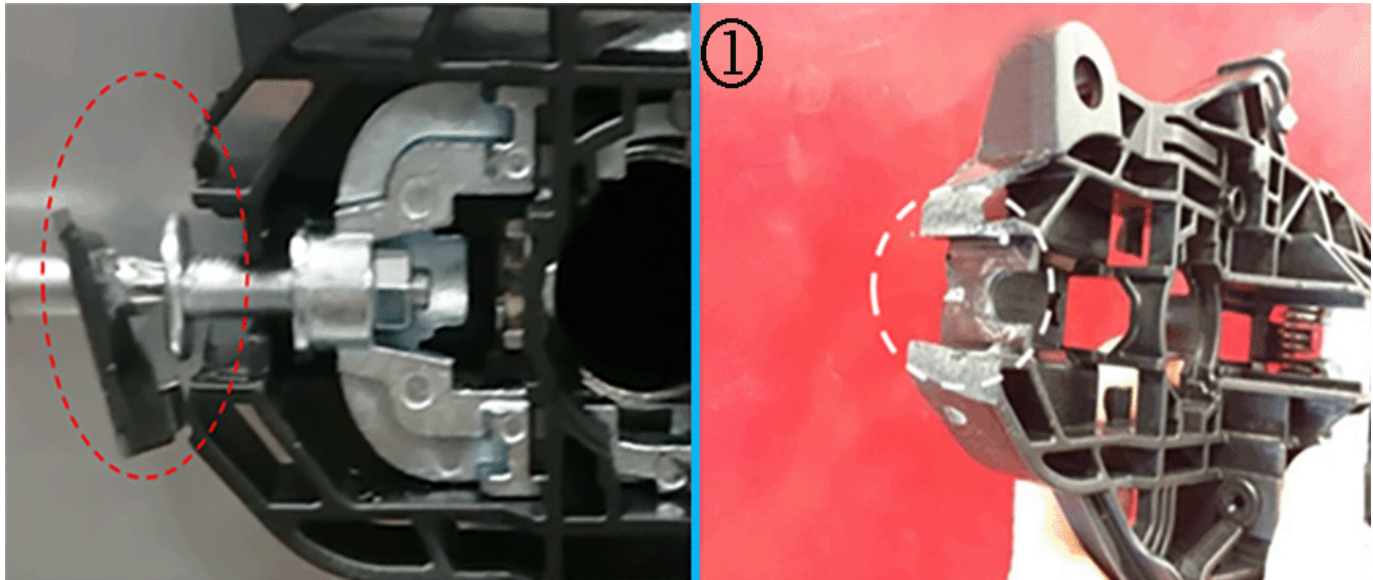
4876197

### Inspect Door Handle Bracket for Damage

**Important:** Inspect the door handle bracket for damage before replacing the door handle. **In most instances, the bracket is at fault, not the handle itself.**

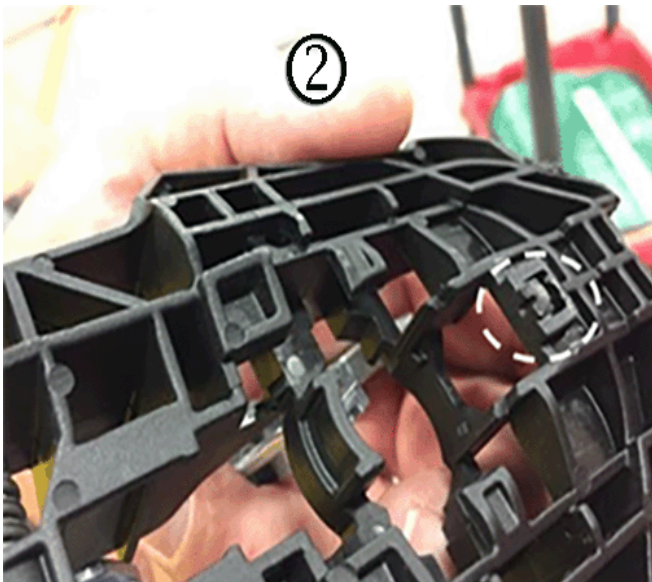
2. To ensure the lock cover assembly is properly seated, hold the cover firmly in place while securing the fastener.
3. Ensure the fastener is torqued to the proper specification. Refer to the appropriate replacement procedure in SI.

Examples of Bracket Damage are shown below.



4876201

- 1. End of bracket cracked or broken (1) due to the lock cylinder cover not fully seated when the fastener is torqued.



4876202

- 2. Damaged or broken hook (2) to door sheet metal due to improper assembly

Version	1
Modified	Released October 09,2017

