



# Preliminary Information

## PIT5119E Intermittent Remote Keyless Entry Inoperative

### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Encore	2013 - 2017	All	All	All	All
Buick	Lacrosse	2010 - 2017	All	All	All	All
Buick	Regal	2010 - 2017	All	All	All	All
Buick	Verano	2012 - 2017	All	All	All	All
Chevrolet	Camaro	2010 - 2017	All	All	All	All
Chevrolet	Cruze	2011 - 2017	All	All	All	All
Chevrolet	Equinox	2010 - 2017	All	All	All	All
Chevrolet	Impala	2014 - 2017	All	All	All	All
Chevrolet	Malibu	2013 - 2015	All	All	All	All
Chevrolet	Malibu Limited	2016	All	All	All	All
Chevrolet	Orlando	2012 - 2017	All	All	All	All
Chevrolet	Sonic	2012 - 2017	All	All	All	All
Chevrolet	Spark	2012 - 2017	All	All	All	All
Chevrolet	Trax (Canada)	2012 - 2017	All	All	All	All
GMC	Terrain	2010 - 2017	All	All	All	All

### Supersession Statement

This PI was superseded to update model years. Please discard PIT5119D.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition / Concern

Customer may comment the keyless entry remote is inoperative at times. This may be caused by the ignition key cylinder door sticks in the up position. When this happens it will disable the keyless remote start and the door lock functions. Customers may notice a Chime sound when the key is out of the ignition and the driver's door is open. The likely cause is a sticking ignition key cylinder door on plunger to the micro switch.

### Recommendations / Instructions

**NOTE: Do NOT replace the ignition key cylinder.**

Use a Lubriplate type of lubrication spray and lubricate the ignition key cylinder door. Insert the tip of the key in and out to verify the door of the cylinder is not sticking.



## Ignition key door sticking open



## Ignition key door in correct position

### **Warranty Information**

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
5480068*	Lubricate the Ignition Key Cylinder	0.2 hr
* This is an unique labor operation for bulletin use only. This will not be published in the Labor Time Guide.		

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.



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