



Service Bulletin

Bulletin No.: 19-NA-107

Date: June, 2020

TECHNICAL

Subject: Extended Cab Rear Door Ajar Indicator Displayed Intermittently, Rear Door Hard to Close and/or Rattle Noise from Lower Rear Door

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Colorado (VIN S, VIN T) (Extended Cab)	2015	2021			All	All
GMC	Canyon (Extended Cab)						

Involved Region or Country	United State, Canada, Mexico and GM Korea Company
Condition	Some customers may comment on one or more of the following conditions: <ul style="list-style-type: none"> • Seeing their extended cab rear door ajar indicator displayed at intermittent times. • Extended cab door hard to close. • Rattle noise from the lower rear of the extended cab door.
Cause	The cause of the condition may be that either the upper or lower door latch is out of adjustment.
Correction	Verify the Condition and repair as necessary, following the steps in the Service Procedure below.

Service Procedure

1. Open the front door on the affected side.
2. Turn the ignition key on, so that the front door appears **ajar** on the dash.

3. Open the same side extended rear door so now, as shown in the graphic above, the extended cab door should also appear **ajar** on the dash.
4. Starting with a low force, shut the extended cab door several times. The first few tries should show the door is still **ajar**.



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5. Continue shutting the door, and gradually increase the force until you reach the **minimum force** when the rear door ajar lamp first turns off. The lamp is now off as in the graphic example above.
6. Pull outboard on the top edge of the door to ensure that the top latch is in primary position, and is secure.
7. Pull outboard on the bottom edge of the door to ensure the bottom latch is in primary position, and is secure.
 - If both latches are secure, with no cross-car movement, **NO further action is required.**
 - If the bottom edge is NOT secure, you will notice movement (cross-car slack) and the ajar lamp will intermittently go **ON** and **OFF** as you move the door **OUT** and **IN**. If this condition still exists, proceed to step #8.

Note: It's important to maintain the latch orientation of the striker, for easier latch engagement in step # 9.

8. Loosen the bottom striker bolts (1) and leverage the striker wire to pull the striker (2) location cross-car in the outboard direction, at least 2 mm (0,08 in).

Note: The step below will avoid high closing efforts, while maintaining the latch sequence of **bottom - latch > top - latch.**

9. While the striker is still floating/loose, forcefully shut the door in order to have the door drag the striker into proper position.
10. Open the rear extended door and torque the 2 bolts at the bottom door striker.

Tighten

Tighten the bolts to 24 N•m (18 lb ft).

Note: For proper repair, the bottom striker should always latch ahead of the top striker, and you should also experience low closing efforts.

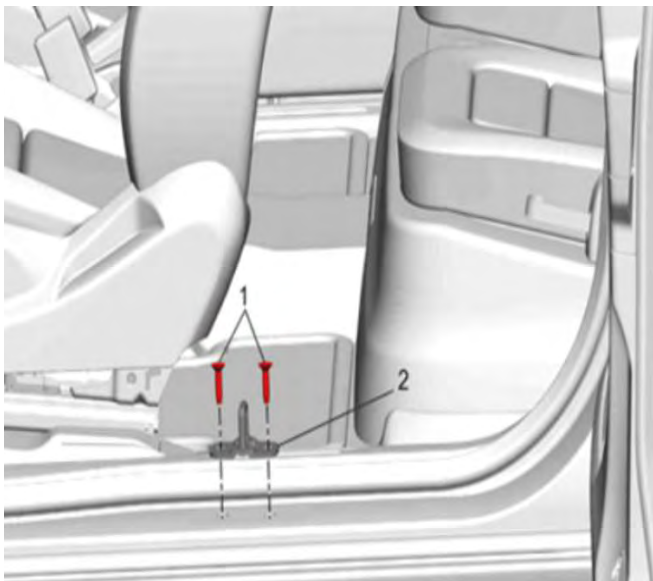
11. To confirm the repair, repeat steps # 1– 7.

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.



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Labor Operation	Description	Labor Time
2081958*	Verify Secure Extended Cab Rear Door Latching	0.3 hr
Add	Extended Cab Rear Door Lower Latch Striker Adjustment	0.2 hr

*This is a unique Labor Operation for Bulletin use only.

Version	2
Modified	Released May 17, 2019 Revised June 11, 2020 — Added the 2020 and 2021 Model Years.

