



# Service Bulletin

Bulletin No.: PIT6491

Date: March, 2026

## PRELIMINARY INFORMATION

**Subject: Diagnostic Tip Rear Cargo Roll Up Door Will Not Open Or Unlock From Outside Handle**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Brightdrop	Zevo 400	2024		ALL	ALL	ALL	ALL
Brightdrop	Zevo 600	2023-2024		ALL	ALL	ALL	ALL
Chevrolet	Brightdrop 400	2025-2026		ALL	ALL	ALL	ALL
Chevrolet	Brightdrop 600	2025-2026		ALL	ALL	ALL	ALL

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPO)</b>	D5W
<b>Condition</b>	Some customers may state that they are unable to unlock and open the rear cargo rollup door when pressing the exterior switch. Customers may also report that pressing the unlock button on the key fob does not unlock the rear cargo door. Additionally, customers may comment that all turn signals flash four times rapidly when the rear exterior switch is pressed.
<b>Cause</b>	The Passive unlock feature is disabled in vehicle personalization.

### Correction

Rear cargo door entry is accomplished through passive operation only. When the customer approaches the rear of the vehicle with an active key fob and presses the passive exterior switch located on the passenger side, the Body Control Module (BCM) transmits a lowfrequency signal to the keyless entry transmitters to authorize entry into the rear cargo compartment.

If the Passive Door Unlock feature is set to Off or Driver Door Only, the rear cargo door will not open when the customer presses the passive exterior switch at the rear of the vehicle



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To resolve this concern, the technician must access the Passive Door Unlock settings within the vehicle personalization menu and select All Doors.

**Note:** An alternate method to enable passive unlocking is to press and hold both the Lock and Unlock buttons on the key fob simultaneously for approximately three seconds. The turn signals will flash twice, indicating that passive unlocking has been enabled.

Additional Tips for disabling and enabling passive unlock can be found in the latest version of #18-NA-279.

Version	1
Modified	03/02/2026 Created on