



SB-10057006- 6806

Service Bulletin

File in Section: -

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Date: October, 2014

PRELIMINARY INFORMATION

Subject: Vehicle Power Modes or Starts by Itself When Key is Put in the Ignition or Left in the Ignition in the Off Position

Models: 2013-2015 Buick Encore
2012-2015 Chevrolet Cruze
2012-2015 Chevrolet Sonic
2013-2015 Chevrolet Trax

Condition/Concern

Customer may comment that when they put their key in the ignition or when they leave their key in the ignition, the vehicle will power up that may include cranking and/or crank and start of engine for a brief period of time. Key in warning chime will also be inoperative. May also manifest as a low or dead battery after sitting for long periods of time with key left in ignition.

Note: Manual Transmission equipped vehicles have a clutch activation safety switch that will inhibit the starter operation unless the clutch is engaged (pressed in). Manual transmission vehicles may experience the power moding, but will not experience the cranking or starting concern with the clutch in the released position due to this safety device.

The ignition cylinder actuator which is used to activate the key reminder circuit may wear excessively during use. If sufficient wear occurs, there will be limited travel of the trigger and minimal contact force between the key reminder circuit terminals. This minimal contact may cause a degradation in the voltage seen by the BCM which may be interpreted by the BCM as a command to power mode or crank.

Recommendation/Instructions

Replace the ignition cylinder and verify that key in warning chime is working properly after repair. Refer to Ignition Lock Cylinder Replacement in SI. Charge the battery as required.

Parts Information

Part Number	Description	Qty
20766607	Cylinder Kit, Ignition (Uncoded) Includes Tumblers and Springs	1

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.

Labor Operation	Description	Labor Time
5480098* (Encore, Trax)	Replace Ignition Cylinder	0.4 hr
5480098* (Cruze, Sonic)	Replace Ignition Cylinder	0.5 hr

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.