

GM CUSTOMER CARE AND AFTERSALES  
DCS3210  
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 8, 2014

Subject: 14007 - Safety Recall  
Inaccurate Fuel Level Readings

Models: 2014 Buick Enclave  
2014 Chevrolet Traverse  
2014 GMC Acadia

To: All Buick, Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, New Vehicle Sales Manager,  
and Warranty Administrator

General Motors is releasing Safety Recall 14007 today. The total number of U.S. vehicles involved is 51,640. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in the near future.

**Global Warranty Management (GWM)**

The Investigate Vehicle History screen in GWM will be updated on May 12, 2014. A list of involved vehicles in dealer inventory is attached to this message.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Inaccurate Fuel Level Readings

**MODELS:** 2014 Buick Enclave  
2014 Chevrolet Traverse  
2014 GMC Acadia

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

### CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in some 2014 model year Buick Enclave, Chevrolet Traverse and GMC Acadia vehicles. A calibration in the engine control module (ECM) may result in inaccurate fuel gauge readings at both the high and low end of the fuel range by as much as one quarter of a tank. If the fuel gauge wrongly indicates more fuel than is actually present, the customer can run out of fuel. If a customer runs out of fuel while driving, the vehicle will stall, increasing the risk of a crash.

### CORRECTION

Dealers are to reprogram the ECM with a new software calibration.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or

sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### PART INFORMATION

No parts are required.

### SERVICE PROCEDURE

**Note:** Carefully read and follow the instructions below.

- Do NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior 8
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
- Note the engine oil life remaining percentage.

To reprogram an existing K20 Engine Control Module, perform the following procedure:

1. Install *EL-49642* SPS programming support tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions. Refer to Service Programming System (SPS) documentation in SI for programming instructions.
3. On the SPS Supported Controllers screen, select *K20 Engine Control Module - Programming* and follow the on-screen instructions.
4. Clear DTCs after completing the programming procedure.

**Note:** If vehicle fails to start during Configuration and Setup, perform the SPS Function Immobilizer Learn and follow the on-screen instructions.

5. Perform the SPS function *K20 Engine Control Module - Configuration & Setup* and follow the on-screen instructions, if available.
6. Clear DTCs after completing the Configuration & Setup procedure.

#### COURTESY TRANSPORTATION – For U.S. and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

#### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
9100341	Reprogram Engine Control Module	0.3

#### CUSTOMER NOTIFICATION – For U.S. and Canada

General Motors will notify customers of this recall on their vehicle.

#### CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

#### DEALER RECALL RESPONSIBILITY – For U.S. and Export (U.S. States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US

National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

