



# Service Bulletin

File in Section: -

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Date: November, 2012

## PRELIMINARY INFORMATION

**Subject:** Acadia, Enclave and Traverse – New Features and Service Guide

**Models:** 2013 Buick Enclave  
2013 Chevrolet Traverse  
2013 GMC Acadia  
Equipped with V6, 3.6L with Variable Valve Timing (VVT) and Direct Injection (DI)  
Engine - RPO LLT with Single or Dual Exhaust  
Equipped with Hydramatic™ 6T75 6-Speed Automatic Transmission FWD - RPO M7V or  
6T75 6-Speed Automatic Transmission AWD - RPO M7X

### Introduction / Purpose

This is a special bulletin to introduce the new features and highlights of the 2013 Acadia, Enclave and Traverse. The purpose of this bulletin is to update the Service and Sales Department personnel with the new features and highlights and describe the action the Service Department personnel will need to take to ensure that they are able to continue to service these vehicles.

### Engine



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### Acadia, Enclave and Traverse Share the Same Engine

The V6, 3.6L variable valve timing (VVT) with direct injection (DI) RPO LLT engine is part of GM's global family of high-feature V6 engines. It applies the most advanced automotive engine technology available, from state-of-the-art casting processes to full four-cam phasing to ultra-fast data processing and torque-based engine management.

- Equipped with single exhaust, the V6, 3.6L VVT with DI engine produces 281 horsepower (210 kW) at 6,300 rpm and 266 lb-ft (359.1 N-m) of torque at 3,400 rpm.
- Equipped with dual exhaust, the V6, 3.6L VVT with DI engine produces 288 horsepower (214.7 kW) at 6,300 rpm and 270 lb-ft (364.5 N-m) of torque at 3,400 rpm.

## Transmission / Front Wheel Drive / All Wheel Drive / Fuel Economy

### Acadia, Enclave and Traverse Share the Same Transmission / Front Wheel Drive / All Wheel Drive

Chevrolet has modified the Hydramatic™ 6T75 6-Speed Automatic transmission so it shifts more quickly and consistently, adding to driver comfort.

#### United States Fuel Economy

- Equipped with the Hydramatic™ 6T75 6-Speed Automatic Transmission and front wheel drive (FWD) - RPO M7V, the vehicles are rated at 17 mpg in the city and 24 mpg on the highway.
- Acadia and Traverse equipped with the 6T75 6-Speed Automatic Transmission and all wheel drive (AWD) - RPO M7X, the vehicles are rated at 16 mpg in the city and 23 mpg on the highway.
- Enclave equipped with the 6T75 6-Speed Automatic Transmission and all wheel drive (AWD) - RPO M7X, is rated at 16 mpg in the city and 22 mpg on the highway.

#### Canada Fuel Economy

- In Canada equipped with the Hydramatic™ 6T75 6-Speed Automatic Transmission and front wheel drive (FWD) - RPO M7V, the vehicles are rated at 12.7 L/100 km city and 8.4 L/100 km highway.
- In Canada the Acadia equipped with the 6T75 6-Speed Automatic Transmission and all wheel drive (AWD) - RPO M7X, is rated at 13.3 L/100 km city and 8.8 L/100 km highway.
- In Canada, the Enclave and Traverse equipped with the 6T75 6-Speed Automatic Transmission and all wheel drive (AWD) - RPO M7X, the vehicles are rated at 13.0 L/100 km city and 8.6 L/100 km highway.

## Available Product Training

The majority of the systems found on the Acadia, Enclave and Traverse are taught in GM's core curriculum from a conceptual theory and operation perspective.

To access **all** of the available Training Courses visit the following "country specific" website:

- In the United States go to > [www.gmtraining.com](http://www.gmtraining.com)
- In Canada go to > [www.gmprocanada.com](http://www.gmprocanada.com)

## Dexos 1™ Engine Oil



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### Viscosity Grade

**Notice:** DO NOT use other viscosity grade oils such as SAE 10W-30, 10W-40, or 20W-50. Failure to use the recommended engine oil and correct viscosity or its equivalent can result in engine damage not covered by the vehicle warranty.

SAE 5W-30 is the required viscosity grade for the V6 3.6L VVT DI engine.

Refer to this General Motors website for dexos 1™ information about the different licensed brands that are currently available: <http://www.gmdexos.com>

## About the Vehicles / General Information

### 2013 Acadia



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**2013 Enclave**



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**2013 Traverse**



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The vehicles offer new styling, safety technologies, in-vehicle connectivity and a more refined driving experience. They come equipped with a 6.5 inch Color Touch LCD high-resolution display radio, with capacitive touch controls, and depending on the model IntelliLink or Chevrolet MyLink and a Rear Vision Camera. Drivers can use touch-screen controls or voice commands to instantly access a variety of entertainment through SiriusXM Radio<sup>®</sup> or from streaming sources like Pandora<sup>®</sup> and Stitcher SmartRadio<sup>™</sup>. (Pandora<sup>®</sup> is not available in Canada).

In addition to the standard audio system are the available Bose<sup>®</sup> Premium 10-speaker system and the Bose<sup>®</sup> 5.1 Surround Sound 10-speaker system.

Vehicles are equipped with standard or high-intensity discharge (HID) lamps, LED accent lighting and interior ambient lighting.

New dual-flow front struts and rebound springs provide a smoother ride and improved handling by controlling suspension dampening across a broader range of driving conditions. In the rear, new low-velocity control shocks reduce road inputs that could otherwise be felt in the passenger compartment.

## **Shared Vehicle Features / Systems / Recommendations**

### **Air Bag System / Remote Start Event**

The vehicles have the following air bags:

- A frontal air bag for the driver.
- A frontal air bag for the front outboard passenger.
- A seat-mounted side impact air bag for the driver.
- A seat-mounted side impact air bag for the front outboard passenger.
- A roof-rail air bag for the driver and for the second and third row passengers seated directly behind the driver.
- A roof-rail air bag for the front outboard passenger and the second and third row passengers seated directly behind the front outboard passenger.



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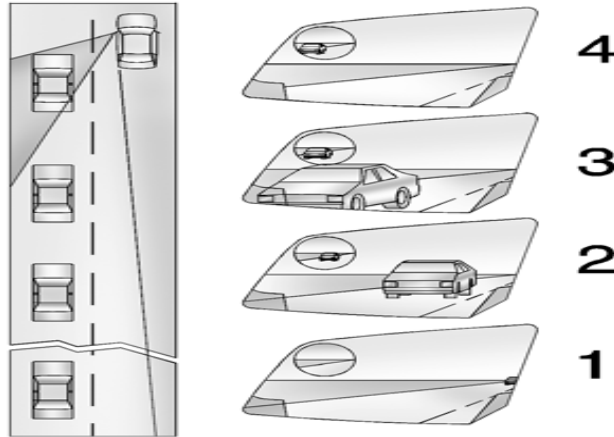
**Notice: The vehicle may also have the new industry-exclusive front center air bag:**

- A front center air bag for the driver and front outboard passenger.

When the remote start feature is used to start the vehicle, the SIR (Air Bag) light will stay ON steady for the complete remote start cycle or until the ignition key is turned ON. This is a normal function of the vehicle. Refer to the latest version of **#PIT4271E: Normal Characteristic - SIR Light Flashes or Stays on Steady During A Remote Start** in SI.

**Blind Spot Mirrors / Driving with the Blind Spot Mirror - Acadia and Traverse**

Blind spot mirrors are standard on the Acadia and Traverse. The blind spot mirror is a small convex mirror built **into** the upper and outer corner of both outside mirrors. It can show objects that may be in the vehicle's blind zone.



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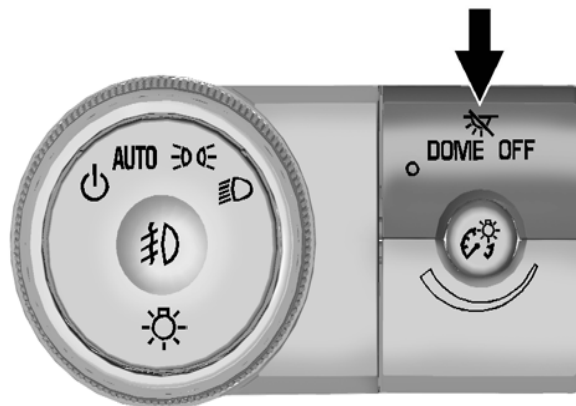
1. When the approaching vehicle is a long distance away, the image in the main mirror is small and near the inboard edge of the mirror.
2. As the vehicle gets closer, the image in the main mirror gets larger and moves outboard.
3. As the vehicle enters the blind zone, the image transitions from the main mirror to the blind spot mirror.
4. When the vehicle is in the blind zone, the image only appears in the blind spot mirror.

#### **Cleaning High Gloss Surfaces and Vehicle Information and Radio Displays**

To clean high gloss surfaces or vehicle displays, use a microfiber cloth to wipe these surfaces.

**Before** wiping the surface with the microfiber cloth, use a soft bristle brush to remove dirt that could scratch the surface.

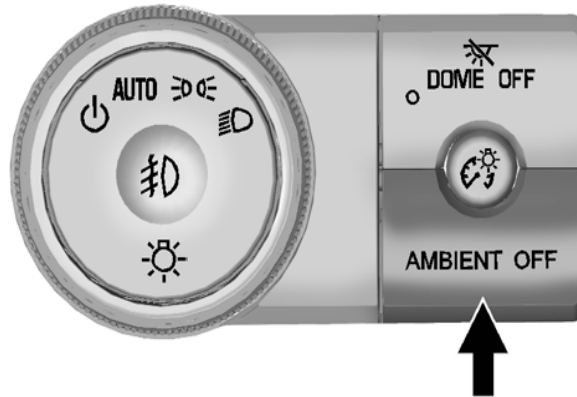
#### **Dome Lamps / Ambient Lights**



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The dome lamps are in the overhead console and above the rear seat passengers. The lamps can be turned ON and OFF by rotating the instrument panel brightness control to the desired setting.

Press the **DOME OFF** button above the panel brightness control and the dome lamps will remain OFF when a door is opened.

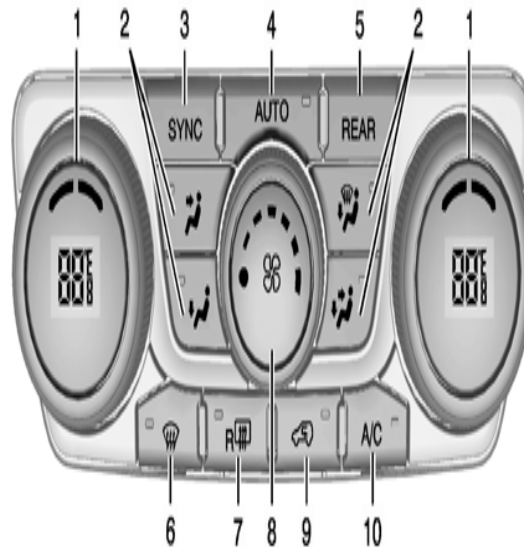


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**Notice:** On the Enclave, pressing the **AMBIENT OFF** button will not turn **OFF** the ambient lights on the doors, just the IP lights.

Press the **AMBIENT OFF** button to turn the ambient lights **OFF**. Press the button again to turn the ambient lights **ON**.

#### Dual Automatic Climate Control System / SYNC (Synchronized Temperature)



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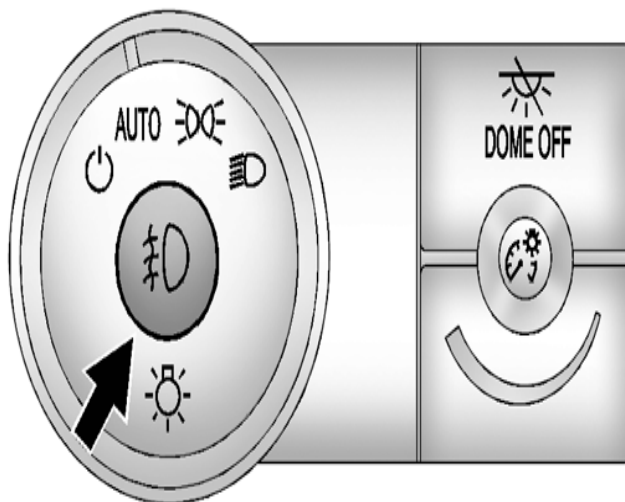
On vehicles equipped with a Dual Automatic Climate Control System, by pressing the **SYNC (3)** button the driver, passenger and rear climate controls are all set to a single climate control setting as displayed in the **Driver Temperature Display (1)**. The rear can now be set independently from the front when the button marked **REAR (5)** is pressed. As on previous model year vehicles, the rear controller settings will continue to control the rear function until reset from the front controller or by pressing the **SYNC (3)** button. Maximum HVAC system performance is achieved by operating the rear system at all times.

1. Driver and Passenger Side Temperature Controls and Display
2. Air Delivery Mode Controls
3. SYNC (Synchronized Temperature)
4. AUTO (Automatic Operation)
5. REAR (Rear Climate Control)
6. Defrost
7. Rear Window Defogger
8. Fan Speed Control

- 9. Recirculation
- 10. Air Conditioning

The outside air temperature (OAT) is displayed on the instrument cluster. For diagnostic purposes an instant update to the OAT can be achieved by pressing the **RECIRC (9) and AC (10) buttons** simultaneously for 3 seconds.

### Fog Lamps



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For vehicles equipped with front fog lamps, the fog lamp control button is on the exterior lamp control to the left of the steering column. Press the fog lamp button to turn the fog lamps ON or OFF. A light illuminates in the instrument cluster when the fog lamps are in use. The ignition must be turned ON for the fog lamps to work.

### Key Fobs

The key fob number tags will continue to be included in the accessory package. This allows for proper identification of the key fobs for memory seats at the time of vehicle delivery to the customer. Refer to the latest version of **#PIT4926A: Identifying / Matching Key Tags To Appropriate Key Fob During PDI Or Obtaining Replacement Key Fob ID Tags** in SI.

When the headlamps are changed to high beam, the fog lamps turn OFF. The fog lamps come back on again when the high-beam headlamps are turned OFF.

### Navigation Radio Start-Up Display Operation

On vehicles equipped with a navigation radio, **upon start-up** the navigation radio screen may require up to 15–20 seconds to display information and for the audio to come **ON**. This is considered normal operation of the component.

### OnStar®

All vehicles come standard with six months of OnStar's Directions and Connections service, which includes automatic crash response, turn-by-turn navigation, roadside assistance, emergency services link and remote door unlocking. The OnStar® microphone has been moved to the headliner.

OnStar's RemoteLink™ App for the smartphone allows for remote vehicle status reports, extended locking and unlocking capability, and remote start functionality to a distance limited only by cellular phone service, rather than the few hundred feet of the standard key fob.

The myBuick Mobile App with the OnStar® RemoteLink™ App for the smartphone allows for remote vehicle status reports, extended locking and unlocking capability, and remote start functionality to a distance limited only by cellular phone service, rather than the few hundred feet of the standard key fob.

The MyGMC Owner App along with the OnStar® RemoteLink™ App for the smartphone allows for remote vehicle status reports, extended locking and unlocking capability, and remote start functionality to a distance limited only by cellular phone service, rather than the few hundred feet of the standard key fob.

The myChevrolet App integrates with the OnStar® MyLink App to access exclusive OnStar® technologies. Chevrolet divides the app's functionality into three main categories:

- Location-Based Services
- Vehicle-Specific Information
- OnStar® Connectivity Features



## Pairing a Phone

A Bluetooth® enabled cell phone must be paired to the Bluetooth® system and then connected to the vehicle before it can be used. See the cell phone manufacturer's user guide for Bluetooth® functions before pairing the cell phone. If a Bluetooth® phone is not connected, calls can be made using OnStar® Hands-Free Calling, if available.

**Notice:** Pairing is not allowed while the vehicle is in motion.

1. Select Settings from the Home Page or speak, "Pair Phone" after starting a voice recognition session.
2. Select Bluetooth Devices.
3. Select New Device (Phone). A four or six-digit Personal Identification Number (PIN) appears on the display. The PIN is used in Step 5 and must be confirmed on both the phone and radio.
4. Start the pairing process on the cell phone to be paired to the vehicle. Refer to the cell phone manufacturer's user guide for information on this process.
5. Locate the device named in the list on the cell phone. Follow the instructions on the cell phone to enter and confirm the PIN provided in Step 3. After the PIN is entered, the system prompts you to indicate pairing is successful. The name of the paired device depends on the device and how it is set up. The radio will automatically use the device name. The system responds with "<Phone name> has been successfully paired" after the pairing process is complete.
6. Repeat Steps 1–5 to pair additional phones.

## Rear DVD Vision Screen Operation

The expected behavior of the rear DVD vision screen with an ignition OFF cycle, is to power down the rear screen with the retained accessory power disabled.

When the ignition is turned ON (power up) the rear screen will remain OFF, even if the DVD was the last active source. To turn ON the rear screen, the rear seat occupant is able to power ON the screen via the power button on the remote control or the front seat occupants can toggle the Pause / Play on screen control, viewable by touching the radio screen with the active source as DVD on the radio.

The rear screen is turned OFF after an ignition cycle, to prevent it from being active without second row occupants being present. It is not a smart screen and will continue to play even with the screen in the retraced (UP) position. The advantages of this implementation are:

- Extending the life of the screen when not in use.
- Avoid unwanted activation when second row passengers are not present.

## Seating / SmartSlide System / Front Seat Articulating Head Restraints

The vehicles offer 7 or 8 passenger seating choices with the option of two captain's chairs or a three-seat bench as the second row seating. The second row SmartSlide system allows anyone to access the rear seats with just the pull of a handle.

The front seats have eight-way power controls and adjustable articulating head restraints that slide up, down, forward and backward allowing for personalized comfort while driving.

## Adjusting the Front Seat Articulating Head Restraints

Adjust the head restraint so that the top of the restraint is at the same height as the top of the occupant's head. This position reduces the chance of a neck injury in a crash. For safety reasons, the head restraint will slide forward without depressing the button. This feature is important in the event of a crash to protect the occupant by sliding to the full forward position.

To adjust the head restraint, perform the following:

- To raise or lower the head restraint, press the button located on the side of the head restraint, and pull up or push the head restraint down, and release the button. Pull and push on the head restraint after the button is released to make sure that it is locked in place.
- To adjust the head restraint forward, grasp the head restraint and pull forward until the desired locking position is reached. Make sure that it is locked in place.
- To adjust the head restraint rearward, press the button located on the side of the head restraint, and push the head restraint rearward until the desired locking position is reached. Try to move the head restraint after the button is released to make sure that it is locked in place.

The front seat outboard head restraints **are not** designed to be removed.

## USB Port / Playing from a USB Device / Auxiliary Input

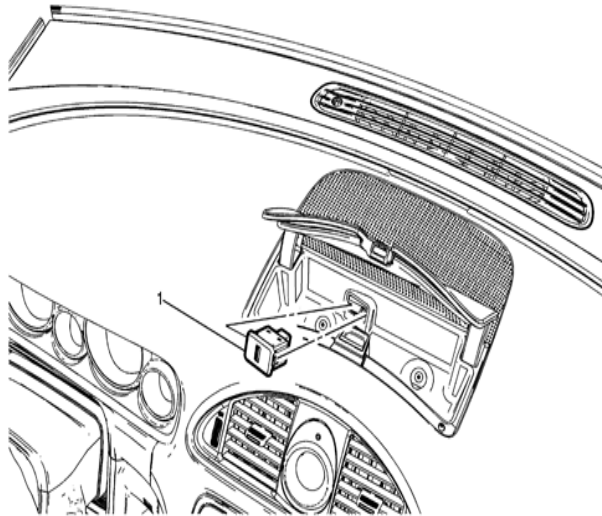
A USB mass storage device can be connected to the USB port. The USB port is in the upper instrument panel (IP) storage area. Five volts DC power is limited to one-amp from this port. Devices such as iPad® that require greater current will not charge from this port.

**Notice:** The auxiliary input jack is not an audio output. Do not plug headphones into the auxiliary input jack. Set up any auxiliary device while the vehicle is in P (Park).

The vehicle has an auxiliary input jack in the front of the radio and an optional auxiliary input jack in the rear. The rear auxiliary is available when a connected DVD radio is present along with Rear Seat Entertainment (RSE). Connect a 3.5 mm (1/8 in) cable from the auxiliary device to the auxiliary input jack.

### **USB Port / Removing the Port — Enclave Only**

**Before** attempting to remove the upper instrument panel (IP) storage bin, the USB port **must** be removed.



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To remove the USB port (1), perform the following:

1. Open the instrument panel center compartment and place a small flat-bladed plastic tool into the slot on the right side of the USB port (1) and depress the clip on the right side to release the clip.
2. While holding the right side of the USB port out of the opening, place a small flat-bladed plastic tool into the slot on the left side of the USB port (1) at an angle to depress the clip.
3. Pull the USB port out enough to disconnect the connector and then remove the USB port.

## **Chassis / StabiliTrak<sup>®</sup> / Traction Control System (TCS) / Suspension**

### **StabiliTrak<sup>®</sup> Electronic Stability Control (ESC) With Traction Control System (TCS)**

StabiliTrak<sup>®</sup> electronic stability control with Rollover Mitigation Technology is standard on all models. It is an advanced computer controlled system that assists with **directional** control of the vehicle in difficult driving conditions.

The TCS is standard on all models. The full function traction control works using brake and engine intervention to limit wheel spin.

### **Front / Rear Suspension / Steering**

All models feature the following:

- An independent front MacPherson strut suspension with coil-over strut, a direct acting stabilizer bar and a full perimeter isolated cradle. The direct acting stabilizer bar provides an immediate feeling of responsiveness during turns.
- A linked H-arm rear independent suspension and coil springs with twin tube shock absorbers mounted on an isolated sub-frame.
- A hydraulic rack-and-pinion steering gear with straight ratio and variable effort.

## **Anti-Lock Braking System**

These vehicles are equipped with a four-wheel disc, Bosch ABS/EBD/TCS/VSES brake system. The electronic brake control module (EBCM) and the brake pressure modulator valve is serviced separately. The brake pressure modulator valve uses a four circuit configuration to control hydraulic pressure to each wheel independently.

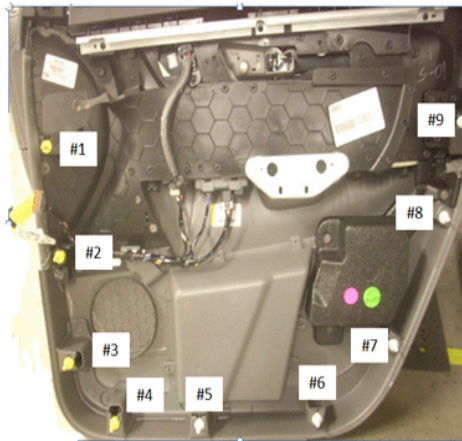
The following vehicle performance enhancement systems are provided:

- Antilock Brake System (ABS)
- Electronic Brake Distribution (EBD)
- Hill Start Assist
- Power Brake Booster Solenoid Vacuum Supply

- Traction Control System (TCS)
- Vehicle Stability Enhancement System (VSES)

## Front Door Panel Removal - Remove Fasteners in the Specified Sequence - Acadia and Traverse

**Notice:** When removing the front left side or front right side door panel, the fasteners **MUST** be removed in the specified sequence as shown in the graphic, in order to prevent potential damage to the door trim.



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Using a flat trim tool, remove the fasteners in the specified sequence outlined in the Steps below:

1. Remove fastener #6.
2. Remove fastener #7.
3. Remove fastener #9.
4. Remove fastener #8.
5. Remove fastener #5.
6. Remove fastener #4.
7. Remove fastener #3.
8. Remove fastener #2.
9. Remove fastener #1.

## Headlamp Diagnosis - Acadia

**Notice:** ALWAYS refer to the Service Manual Diagnostics, BEFORE attempting diagnosis and repair of the system.

The base Acadia headlamps have some unique operational characteristics as follows:

- When in High Beam AUTO Headlamps, when testing for voltage on relay outputs, only the High Beam Relays will be energized. This is not a four beam burn system since there are only 2 filaments.
- When in High Beam Manual Headlamps, all 4 relays will be energized since the BCM passthru will power the low beam relays. The low beam wiring is there to add resistance into the lamp circuit to reduce voltage approximately 0.4 volt more than the high beam to increase bulb life.

There is also a shutter solenoid similar to HID lamps to change the beam pattern.

## Information Displays

### Driver Information Center (DIC) (With DIC Buttons)

The DIC displays information about your vehicle. It also displays warning messages if a system problem is detected. All messages will appear in the DIC display located at the top of the instrument panel cluster. The DIC comes on when the ignition is turned ON. After a short delay, the DIC will display the information that was last displayed before the engine was turned OFF.

**Notice:** The capacitive touch switches (buttons) **DO NOT** provide an audible feedback. Pressing the switch hard expecting an audible feedback beep may result in the switch locking up temporarily. After a short period of time the switch will eventually function again.

The DIC has different displays which can be accessed by pressing the DIC buttons located in the center of the instrument panel. The buttons are the Set/Reset, Customization, Vehicle Information, and Trip/Fuel buttons.

### **New UBEC for Non-Towing Equipped Vehicle**

A new UBEC for non-towing equipped vehicles has the capability to add a number of fuses and relays to allow for trailer lighting function. Refer to the latest version of **#07-00-89-021N: Supplemental Information on Trailer Towing and Recreational Vehicle Towing (Dinghy Towing)** in SI.

### **New A/C Compressor Requires a Specific Mounting Bolt Tightening Sequence**

The new A/C compressor **requires** a specific mounting bolt tightening sequence. Refer to **Air Conditioning Compressor Replacement** in SI.

### **Safety and Crash Avoidance**

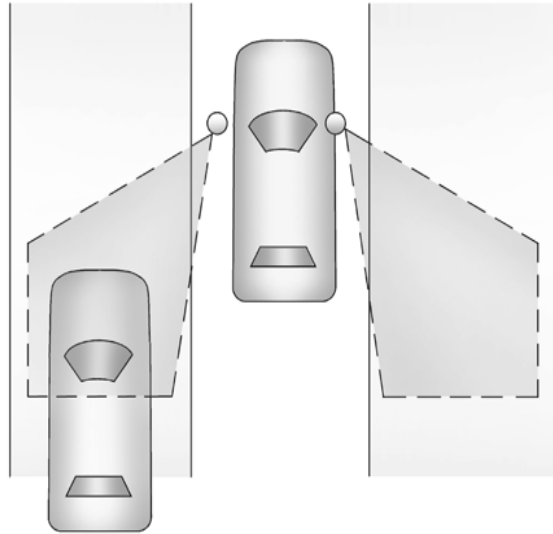
Standard on all models is the Rear Vision Camera (RVC), which provides visual and audible warnings when backing up the vehicle. The camera is located above the license plate.



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The rear vision camera system is designed to help the driver when backing up by displaying a view of the area behind the vehicle. When the driver shifts the vehicle into R (Reverse), the video image automatically appears on the infotainment screen. When the driver shifts out of R (Reverse), the screen will go back to the last screen that had been displayed, after a delay.

The following available systems use radar and provide visible and audible warnings to help prevent collisions:



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- The Side Blind Zone Alert (SBZA) System. The SBZA system is a lane changing aid that assists drivers with avoiding crashes that occur with vehicles in the side blind zones. The SBZA sensor covers a zone of approximately one lane over from both sides of the vehicle, 11 ft (3.5 m). This zone starts at each side mirror and goes back approximately 16 ft (5.0 m). The height of the zone is approximately between 1.5 ft (0.5 m) and 6 ft (2.0 m) off the ground.



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- The Rear Cross Traffic Alert (RCTA) System. On vehicles with RCTA, a red warning triangle with an arrow may also display on the RVC screen to warn of traffic coming from either direction. Audible beeps will sound from the speaker on that side. This system detects objects coming from up to 65 ft (20 m) from the left or right side behind the vehicle.

### **Steering Wheel Controls - Face Icon**

The face icon that muted the radio in previous models will now start voice activation if pressed momentarily. If the button is pressed for a longer period of time the radio will be muted.

### **Quality Pre-Delivery Inspection (PDI)**

Please be sure to review the Pre-Delivery Inspection (PDI) and Completely Satisfied Delivery System (CSDS) forms published for this vehicle. Additionally the CSDS form has important customer education items that have been identified during the Captured Test Fleet process.

- United States Dealers should report any product issues via a Field Product Report (FPR). Refer to the latest version of Corporate Bulletin Number 02-00-89-002 Information for Dealers on How to Submit a Field Product Report.
- Canadian Dealers should report any product issues via a Product Information Report (PIR). Refer to the latest version of Corporate Bulletin Number 10-00-89-006 Information for Dealers on How to Submit a Product Information Report.

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