



File in Section: -

Bulletin No.: PIT4574G

Date: February, 2012

Service Bulletin

PRELIMINARY INFORMATION

Subject: Crank No Start After Parking On An Incline When The Fuel Level Is Low

Models: 2008 - 2012 Buick Enclave
2009 - 2012 Chevrolet Traverse
2007 - 2012 GMC Acadia
2007 - 2010 Saturn Outlook

This PI was superseded to update recommended field. Please discard PIT4574F.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

Some customers may comment of an intermittent crank no start, or start and then stall when the fuel level is low (typically less than 1/8th tank) and the vehicle is parked for an extended period of time (more than 12 Hours) on an incline.

The design of the fuel tank will allow fuel to migrate to the end of the tank when the vehicle is parked on an incline. This may prevent the fuel system from drawing fuel out of the tank because the fuel pick up is no longer submerged in fuel. If the fuel pump module reservoir check valve allows fuel to leak out of the reservoir, insufficient fuel will be available to start the vehicle or allow the engine to run following a start.

If this happens while the vehicle is parked on an incline with a low fuel level condition, the fuel may not be drawn into the fuel system. If fuel is added to the tank or the vehicle is rolled to a flat surface, the vehicle will start because the fuel module is now submerged in fuel.

Recommendation/Instructions:

For 2009-2012 Model year replace the fuel pump assembly with P/N 22833390.

Follow service information for Fuel Tank Module Replacement. The fuel level sensor will need to be transferred to the new pump.

For 2007-2008 Model year replace the fuel pump assembly with P/N 19259370.

Follow service information for Fuel Tank Module Replacement. The fuel level sensor will need to be transferred to the new pump.

Note: Based on the design of the tank it should also be noted that if the vehicle is left running on an incline with low fuel level, the vehicle will run out of fuel when the fuel tank module reservoir becomes empty. The reservoir will run out of fuel after 16 minutes of run time, or 1 and 1/2 remote start button pushes.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.