



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Premature Timing Chain Wear – Reprogram Engine Control Module

MODELS: 2009 Buick Enclave
2007-2009 Cadillac CTS, SRX, STS
2009 Chevrolet Traverse
2007 GMC Acadia
2009 GMC Acadia
2007 Saturn OUTLOOK
2009 Saturn OUTLOOK
Equipped with HFV6 Engine

The expiration date of this bulletin has been changed to May 31, 2012. Letters are being mailed to customers to inform them of this change. Please discard all copies of bulletin 10287A, issued February 2011.

.....
THIS PROGRAM IS IN EFFECT UNTIL MAY 31, 2012.
.....

CONDITION

On **certain** 2007 model year GMC Acadia; Saturn OUTLOOK; 2007-2009 model year Cadillac CTS, SRX, STS; 2009 model year Buick Enclave; Chevrolet Traverse; GMC Acadia; and Saturn OUTLOOK vehicles equipped with a HFV6 engine, under certain driving conditions, and with extended oil change intervals, the timing chain could wear prematurely and cause the illumination of the Service Engine Soon light.

CORRECTION

Dealers are to reprogram the engine control module, including the engine oil life monitor.

VEHICLES INVOLVED

Involved are **certain** 2007 model year GMC Acadia; Saturn OUTLOOK; 2007-2009 model year Cadillac CTS, SRX, STS; 2009 model year Buick Enclave; Chevrolet Traverse; GMC Acadia; and Saturn OUTLOOK vehicles equipped with a HFV6 engine

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Required Field Actions section in the Global Warranty system.

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 program 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 program.

PART INFORMATION

No parts are required for this program.

SERVICE PROCEDURE

Engine Control Module Programming (Cadillac Vehicles)

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) or Tech 2[®] and TIS2WEB with the calibration update. When using a MDI or Tech 2[®] for reprogramming, ensure that it is updated with the latest software version. Use **TIS2WEB on or after 1/9/11** to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

For step-by-step programming instructions, please refer to SI and the Techline Information System (TIS) terminal.

1. **Capture and record Engine Oil Life information. Write down remaining oil life as a percentage.**
2. Verify that there is a battery charge of 12 to 15 volts. The battery must be able to maintain a charge during programming. Only use an approved Midtronics[®] PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or equivalent to maintain proper battery voltage during programming.
3. Reprogram the engine control module (ECM). Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.
 - 3.1 Connect the MDI or Tech 2[®] to the vehicle. If using MDI, connect to programming terminal with the cable (USB or LAN).
 - 3.2 Select J2534 MDI or J2534 Tech 2[®] and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.

- 3.3 Select ECM Engine Control Module—Programming from the Supported Controllers screen.
- 3.4 Follow the on-screen instructions.
4. Clear all DTCs using the Tech 2[®] or GDS.
5. **Use a scan tool to reset the Engine Oil Life Remaining back to the original percentage recorded before completing the programming event.**

Note: If a programming failure occurs, refer to Engine Control Module Recovery Steps in this bulletin.

Engine Control Module Recovery Steps

1. Disconnect the programming device.
2. Power down the control modules connected to the GMLAN bus by disconnecting the positive battery cable for 2 minutes.
3. Reconnect the positive battery cable.
4. Determine which programming device will be used to perform the recovery steps.
 - If using MDI, connect to the programming station or Notebook using a cable (LAN). Proceed to Step 5 and then Steps 6-8.
 - If using a Tech 2[®] proceed to Steps 6-8.
5. Reboot the programming station or Notebook. This is to make sure nothing is in memory.

Note: Selecting Replace and Reprogram from the Select Diagnostic Tool and Process Screen is REQUIRED because some of the calibrations may be erased from the initial attempt to reprogram the module.

6. Reprogram the engine control module. Select Replace and Reprogram from the Select Diagnostic Tool and Process Screen.
7. Follow the on-screen instructions to complete the programming event.
8. Clear all DTCs using the Tech 2[®] or GDS.

Note: Repeat Steps 1-8 above IF another programming failure occurs. If the second attempt to reprogram is unsuccessful when following the Steps 1-8 above, then contact Techline Customer Support Center.

SEQ Programming Sequence ECM/TCM (Buick Enclave, Chevrolet Traverse, GMC Acadia, Saturn Outlook)

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) or Tech 2[®] and TIS2WEB with the calibration update. When using a MDI or Tech 2[®] for reprogramming, ensure that it is updated with the latest software version. Use **TIS2WEB on or after 02/21/11** to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

For step-by-step programming instructions, please refer to SI and the Techline Information System (TIS) terminal.

1. **Capture and record Engine Oil Life information. Write down remaining oil life as a percentage.**
2. Verify that there is a battery charge of 12 to 15 volts. The battery must be able to maintain a charge during programming. Only use an approved Midtronics[®] PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or equivalent to maintain proper battery voltage during programming.
3. Reprogram the engine control module (ECM) and transmission control module (TCM). Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.
 - 3.1 Connect the MDI or Tech 2[®] to the vehicle. If using MDI, connect to programming terminal with the cable (USB or LAN).
 - 3.2 Select J2534 MDI or J2534 Tech 2[®] and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.
 - 3.3 Select SEQ Programming Sequence ECM/TCM from the Supported Controllers screen.
 - 3.4 Follow the on-screen instructions.
4. Clear all DTCs using the Tech 2[®] or GDS.
5. **Use a scan tool to reset the Engine Oil Life Remaining back to the original percentage recorded before completing the programming event.**

COURTESY TRANSPORTATION – For US 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.

Labor Code	Description	Labor Time
V2385	Reprogram ECM	0.4

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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 PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this program bulletin before customers take possession of these vehicles. Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through May 31, 2012.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. Program 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 program enters your vehicle inventory, or is in your facility for service through May 31, 2012, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



Revised letter sent to customers who have not had this program performed on their vehicle.

February 2012

Dear General Motors Customer:

General Motors is very interested in your satisfaction with your vehicle. Our records indicate that your 2007 model year Cadillac CTS, SRX, STS; GMC Acadia; or Saturn OUTLOOK vehicle is included in Customer Satisfaction Program 10287; however, **your vehicle has not had the necessary repairs.**

We have determined that under certain driving conditions, and with your vehicle's original oil change intervals, the timing chain could wear prematurely and cause the illumination of the Service Engine Soon light. Timing chain wear can be affected by the age of the engine oil and driving conditions.

What We Will Do: Your GM dealer will change the calibration of the engine control module, including the engine oil life monitor, which in most cases will recommend more frequent oil changes.

In our previous letter to you, we asked you to have your vehicle serviced by February 28, 2013. **We have received new information that indicates the sooner your vehicle receives this new calibration, the more effective it will be.**

Because of this new information, we are requesting that you bring your vehicle in for this service as soon as possible but no later than May 31, 2012. This service will be performed for you at no charge.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. Failure to complete this repair by May 31, 2012, may affect your eligibility for future repair coverage for the timing chain.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Saturn	1-800-972-8876	1-800-833-6000
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services

10287