



# Recall Bulletin



## PRODUCT EMISSION RECALL

**SUBJECT:** Engine Control Module Programmed with Incorrect Calibration

**MODELS:** 2007 Buick Allure, LaCrosse

### CONDITION

General Motors has decided to conduct a Voluntary Emission Recall involving **certain** 2007 model year Buick Allure and LaCrosse vehicles. When these vehicles were previously serviced, the Engine Control Module (ECM) received an incorrect calibration. This incorrect calibration may prevent necessary vehicle information from being accessed during an emission test, which could cause failure of the test. In some states/provinces, emission testing is required to obtain or renew a vehicle registration.

### CORRECTION

Dealers are to reprogram the ECM with the correct 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 dealers through the GM GlobalConnect Recall Reports. 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 for this recall.

## SERVICE PROCEDURE

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<sup>®</sup> and TIS2WEB with the calibration update. When using a MDI or Tech 2<sup>®</sup> for reprogramming, ensure that it is updated with the latest software version. Use **TIS2WEB on or after 08/21/12** 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. 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<sup>®</sup> PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or equivalent to maintain proper battery voltage during programming.
2. Reprogram the engine control module (ECM). Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.
  - 2.1 Connect the MDI or Tech 2<sup>®</sup> to the vehicle. If using MDI, connect to programming terminal with the cable (USB or LAN).
  - 2.2 Select J2534 MDI or J2534 Tech 2<sup>®</sup> and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.
  - 2.3 Select ECM Engine Control Module from the Supported Controllers screen.
  - 2.4 Follow the on-screen instructions.
3. Clear all DTCs using GDS 2, GDS or the Tech 2<sup>®</sup>.

**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<sup>®</sup> 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 GDS 2, GDS or the Tech 2®.

**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.

9. **CALIFORNIA, MARYLAND, MASSACHUSETTS, MAINE, and VERMONT VEHICLES ONLY:** Install a Recall Identification Label. Also, for California vehicles complete a "Proof of Correction" certificate upon recall completion.

RECALL IDENTIFICATION LABEL California/Maryland/Massachusetts/Maine/and Vermont Vehicles Only

Place a Recall Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Recall Bulletin. Each label provides a space to include the recall number and the five-digit dealer code of the dealer performing the recall service. This information may be inserted with a ballpoint pen.

Put the Recall Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle.

When installing the Recall Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Recall Identification Labels for US dealers can be obtained from Dealer Support Materials by ordering on the web from DWD Store, [www.gmglobalconnect.com](http://www.gmglobalconnect.com), and then click on the DWD Store link. Request Item Number S-1015 when ordering.



CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by September 30, 2013, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

**All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your District Service Manager – Aftersales prior to processing the request.**

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

**IMPORTANT:** GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer **MUST** provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

#### CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by September 30, 2013.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

#### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
V2626	Reprogram ECM	0.4	N/A
V2627*	Customer Reimbursement Approved	0.2	**
V2628	Customer Reimbursement Denied - For US dealers only	0.1	N/A

\* Customer reimbursement will not close this recall. The service procedure must also be performed on the vehicle.

\*\* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

## CUSTOMER NOTIFICATION

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

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance. The vehicle may fail a state/province or local emission inspection test if the recall work is not completed.

## DEALER RECALL RESPONSIBILITY

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.

### **\*\*\*THE FOLLOWING 2 PARAGRAPHS ARE NOT FOR CANADA\*\*\***

When a California emissions recall is completed by a GM dealer, the dealer must provide the vehicle owner a "Proof of Correction Certificate" which the owner may need to present to the California Department Of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration.

Additional Certificates can be obtained, at no charge, from Dealer Support Materials by ordering on the web from the DWD Store, [www.gmdealerworld.com](http://www.gmdealerworld.com), and then click on the DWD Store link; request GM Item Number 1825 when ordering.

August 2012

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

**Reason for This Recall:** General Motors has decided to conduct a voluntary Emission Recall involving **certain** 2007 model year Buick Allure and LaCrosse vehicles. When your 2007 model year Buick Allure or LaCrosse vehicle was previously serviced, the Engine Control Module (ECM) received an incorrect calibration. This incorrect calibration may prevent necessary vehicle information from being accessed during an emission test, which could cause failure of the test and prevent you from obtaining or renewing the vehicle registration.

**What Will Be Done:** Your GM dealer will reprogram the ECM with the correct calibration. This service will be performed for you at **no charge**.

**What You Should Do:** Please contact your GM dealer as soon as possible to arrange a service date. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

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	1-800-521-7300	1-800-832-8425
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

**Reimbursement:** If you have paid for repairs for the condition described in this letter, please complete the enclosed form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by September 30, 2013, unless state law specifies a longer reimbursement period. Even though you may have already had this condition corrected, you will still need to take your vehicle to your dealer for additional repairs.

**Emission Law Information:** In order to ensure your full protection under the emission warranty made applicable to your vehicle by state and federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.

**IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS**

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

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We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Jim Moloney  
General Director,  
Customer and Relationship Services

Enclosure  
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