



Service Bulletin

File in Section: -

Bulletin No.: PIE0231

Date: September, 2012

PRELIMINARY INFORMATION

Subject: Engineering Information – Potential Key Replacement Due to No Crank/No Start Condition

Models: 2012-2013 Buick Enclave
2012-2013 Chevrolet Traverse
2012-2013 GMC Acadia

Attention: Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL – refer to Service Bulletin 04-00-89-053E for more details on the use of Engineering Information PIs.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment that the vehicle does not crank or start when using one of the ignition keys, but starts with the other key.

Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

Important: This request only applies to vehicles with low mileage (less than 1609 km (1,000 miles)) and with the exact condition described above. All others should disregard this EI and refer to SI for diagnostic/repair information. If you encounter a vehicle with the above concern, please contact one of the engineers listed below for additional instructions.

Contact Information

Engineer Name	Phone Number
Grant Nelson	586-709-3490
Bob Granny	586-907-4453

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
N9628*	Engineering Information – Ignition Key	0.2 hr

Labor Operation	Description	Labor Time
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		