



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Side Blind Zone Alert System Falsely Indicates Vehicle in Blind Zone  
Expires with Base Warranty

**MODELS:** 2013 Buick Enclave  
2013 Chevrolet Traverse  
2013 GMC Acadia  
Equipped with Side Blind Zone Alert Feature (UFT)

**This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.**

### PURPOSE

This bulletin provides a service procedure to replace both side object sensing alert modules on **certain** 2013 model year Buick Enclave, Chevrolet Traverse, and GMC Acadia vehicles that are equipped with the Side Blind Zone Alert Feature (UFT). The sensors in these vehicles may falsely indicate that a vehicle is in the driver's blind spot and illuminate the symbols on the side mirrors.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians 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.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that

return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

## PART INFORMATION

### **Parts Pre-Ship Information**

Important: Due to the small number of involved vehicles, the part required to complete this recall - 22960672, will be pre-shipped to involved dealers that have vehicles in transit to the dealership. The pre-shipment is scheduled to begin May 9, 2013. Pre-shipped parts will be charged to Dealer's open parts account. PLEASE DO NOT ORDER ADDITIONAL PARTS UNLESS REQUIRED TO REPAIR A VEHICLE THAT MAY ALREADY HAVE BEEN DELIVERED. The estimate for delivered vehicle inventory is very low.

Additional parts, if required, are to be obtained from GMCC&A. Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
22960672	MODULE, SIDE OBJECT SENSING ALERT	2

## SERVICE PROCEDURE

1. Remove and replace both side object sensing alert modules. Refer to *Side Object Sensing Alert Module Replacement* in SI.

**Note:** The scan tool cannot communicate with the right module and/or the right module can't be programmed. However, the programming in both the left and right module is the same. Program both modules in the left position then install one of them in the right position. SOD sensors can be swapped from left to right in order to aid in isolating the cause of a concern.

2. Program both side object sensing alert modules. Refer to *Object Alarm Module Programming and Setup* in SI.

## WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
V2828	Replace Both Object Sensing Alert Modules	1.4

## DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES  
DCS2958  
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 9, 2013

Subject: 13132 – Service Update Bulletin  
Side Blind Zone Alert System Falsely Indicates Vehicle in Blind Zone

Models: 2013 Buick Enclave, Chevrolet Traverse, GMC Acadia Equipped with  
Side Blind Zone Alert Feature (UFT)

To: All Buick, Chevrolet, and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, New Vehicle Sales Manager,  
and Warranty Administrator

General Motors is announcing Service Update Bulletin 13132 today. The total number of U.S. vehicles involved is 81. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The “Investigate Vehicle History” (IVH) screen will be updated May 10, 2013. A list of involved vehicles in dealer inventory is attached to this message.

**Service Update Bulletin (SUB) Information Link**

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES