



# Service Bulletin



## SPECIAL COVERAGE

**SUBJECT: Special Coverage Adjustment - Water Pump Shaft Seal Leaks**

**MODELS: 2008-2010 Buick Enclave  
2009-2010 Chevrolet Traverse  
2007-2010 GMC Acadia  
2007-2010 Saturn Outlook  
Equipped with HFV6 Engine (LY7, LLT)**

Due to a limited supply of replacement water pumps, this special coverage adjustment is being released in phases. Customer notification letters for the involved 2007 model year vehicles will be mailed on May 28, 2013. Notification letters for the involved 2008-2010 model year vehicles will be mailed when a sufficient quantity of water pumps is available.

However, in the interest of customer satisfaction, all of the involved vehicles have been updated in the Global Warranty Management system and can be identified by Vehicle Identification Number on the Investigate Vehicle History screen. This means any involved 2008-2010 model year vehicle that experiences a water pump failure prior to the owner receiving a notification letter may be immediately repaired and a warranty transaction submitted.

### CONDITION

Certain 2008-2010 model year Buick Enclave, 2009-2010 model year Chevrolet Traverse, 2007-2010 model year GMC Acadia and Saturn Outlook vehicles equipped with HFV6 Engine (LY7, LLT) may experience leaks from the water pump shaft seal. These leaks are often due to vehicle operation with a low engine coolant level and may result in water pump failure. Proper maintenance of the engine coolant level will increase shaft seal reliability and help ensure that the water pump operates as intended.

### SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace the water pump. The repair will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after May 20, 2013 are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to May 20, 2013 must be submitted to the Service Contract provider.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section 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.

### PART INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

Part Number	Description	Quantity/Vehicle
12346290 - US 10953464 - CN	COOLANT, ENGINE (DEX-COOL)	2
12657499	PUMP KIT (Includes Bolts)	1

### SERVICE PROCEDURE

- Verify that the water pump requires replacement. Visually inspect the water pump for the presence of a coolant leak. Refer to the appropriate diagnostic information in SI if required.
  - If the water pump does NOT require replacement, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.

**Caution:** The water pump is equipped with torque-to-yield or single use fasteners. Install a NEW torque-to-yield or single use fastener when installing this component. Failure to replace the torque-to-yield or single use fastener could cause damage to the vehicle or component.

- If the water pump requires replacement, refer to *Water Pump Replacement* in SI.

### CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by April 30, 2014, 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. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 120,000 miles (193,000 kilometers), whichever occurs first.

**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.**

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 April 30, 2014. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 193,000 kilometers, whichever occurs first.

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.

#### 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. All transactions should be submitted as a ZREG transaction type, unless noted otherwise.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9900006	Diagnostic Time Only – No Repair Required	0.1-0.3	N/A
9900007	Replace Water Pump	1.7	N/A
	Add: Diagnostic Time	0.1-0.3	
9900008	Customer Reimbursement Approved	0.2	*
9900009	Customer Reimbursement Denied - US Dealers Only	0.1	N/A

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

**CUSTOMER NOTIFICATION**

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer/retailer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**

May 2013

Dear General Motors Customer:

As the owner of a 2008-2010 model year Buick Enclave, 2009-2010 model year Chevrolet Traverse, 2007-2010 model year GMC Acadia or Saturn Outlook vehicle equipped with a HFV6 engine, your satisfaction with our product is very important to us.

This letter is intended to make you aware that your vehicle may have a condition where engine coolant leaks from the water pump shaft seal and may result in water pump failure. These leaks are often due to vehicle operation with a low engine coolant level. Proper maintenance of the engine coolant level will increase shaft seal reliability and ensure that the water pump operates as intended.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your vehicle within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 kilometers), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**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 April 30, 2014, unless state law specifies a longer reimbursement period.

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
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Saturn	1-800-553-6000	1-800-833-6000
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; 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  
13091

GM CUSTOMER CARE AND AFTERSALES  
DCS2967  
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 21, 2013

Subject: 13091 – Special Coverage Adjustment  
Water Pump Shaft Seal Leaks

Models: 2008-2010 Buick Enclave  
2009-2010 Chevrolet Traverse  
2007-2010 GMC Acadia  
2007-2010 Saturn Outlook  
Equipped with HFV6 Engine (LY7, LLT)

To: All GM Dealers

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

General Motors is announcing Special Coverage Adjustment 13091 today. The total number of U.S. vehicles involved is 713,254. Please see the attached bulletin for details.

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**Customer Letter Mailing**

The customer letter mailing for the 2007 model year vehicles will begin on May 28, 2013.

**Global Connect (GWM)**

The Investigate Vehicle History screen in GWM will be updated May 22, 2013.

**Campaign Initiation Detail Report (CIDR)**

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES