



# Program Bulletin



## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Oil Life Monitor Update

**MODELS:** 2010-2011 Buick LaCrosse  
2011-2012 Buick Regal  
2010-2012 Chevrolet Equinox  
2010-2012 GMC Terrain  
Equipped with 2.4L Engine (LAF/LEA/LUK)

**This bulletin is being revised to add engine RPO LUK to the population. The expiration date has also been extended. Please discard all copies of bulletin 12312.**

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THIS PROGRAM IS IN EFFECT UNTIL AUGUST 31, 2015.  
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### CONDITION

GM recently introduced into production a software update for the oil life monitor system. This new software will enhance the way the engine oil is monitored. In most cases, this update will recommend more frequent oil changes.

GM is offering to update **certain** 2010-2011 model year Buick LaCrosse, 2011-2012 model year Buick Regal, and 2010-2012 model year Chevrolet Equinox, and GMC Terrain vehicles, equipped with a 2.4L engine (LAF/LEA/LUK), that were built before the production change.

### CORRECTION

Dealers are to reprogram the engine control module.

### 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 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**

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) and TIS2WEB with the calibration update. When using a MDI for reprogramming, ensure that it is updated with the latest software version. Use **TIS2WEB on or after August 2, 2013** 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.

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

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 to the vehicle. If using MDI, connect to programming terminal with the cable (USB or LAN).
  - 3.2 Select J2534 MDI 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.

5. **Use a scan tool to reset the Engine Oil Life Remaining back to the original percentage recorded before completing the programming event.**

**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. Using MDI, connect to the programming station or Notebook using a cable (LAN).
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.

**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.

**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 ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
V2744	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/repaired 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 August 31, 2015.

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 August 31, 2015, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



Dear General Motors Customer:

This letter is sent to inform you that General Motors is conducting a customer satisfaction program that affects your 2010-2011 model year Buick LaCrosse, 2011-2012 model year Buick Regal, or 2010-2012 model year Chevrolet Equinox or GMC Terrain, equipped with a 2.4L engine.

GM recently introduced into production a software update for the oil life monitor system. This new software will enhance the way the engine oil is monitored. In most cases, this update will recommend more frequent oil changes to support engine durability and overall operating costs.

At no-charge, your GM dealer will update your vehicle with these same improvements.

**What We Will Do:** Your GM dealer will reprogram the engine control module. This service will be performed for you at **no charge until August 31, 2015.**

**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 update.

As a reminder, to ensure proper engine performance and long life, careful attention must be paid to the engine oil. A lack of proper engine oil maintenance can damage the engine. Following these simple, but important steps, will help protect your engine.

- Always use the engine oil approved to the proper specification and of the proper viscosity grade that is in your Owner Manual.
- Check the engine oil level regularly and maintain the proper oil level. It is a good idea to check the engine oil level at each fuel fill.
- Change the engine oil at the appropriate time.

If you have any questions or concerns that your dealer is unable to resolve, please contact 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
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on Courtesy Transportation.

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

12312-2

GM CUSTOMER CARE AND AFTERSALES  
DCS3024  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 2, 2013

Subject: 12312A – Customer Satisfaction Program  
Oil Life Monitor Update  
Population Added and Expiration Date Extended

Models: 2010-11 Buick LaCrosse; 2010-12 Chevrolet Equinox, GMC Terrain;  
2011-12 Buick Regal Equipped with 2.4L Engine (LAF/LEA/LUK)

To: All Buick, Chevrolet, and GMC Dealers

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

Bulletin 12312A has been revised to add engine RPO LUK to the population.  
The expiration date has also been extended. Please discard all copies of bulletin  
12312.

**Customer Letter Mailing**

The customer letter mailing will begin mid to late August 2013.

**Global Connect (GWM)**

The “Investigate Vehicle History” (IVH) screen will be updated August 3, 2013.

**Campaign Initiation Detail Report (CIDR)**

The CIDR with the additional VINs will be available mid to late August, 2013.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES