



Service Bulletin

INFORMATION

Subject: Car and Truck Fix it Right the First Time Issues

Models: 2014 and Prior GM Cars and Trucks

This bulletin has been revised to include updated information. Please discard Corporate Bulletin Number 13-00-89-004C.

In order to access this bulletin electronically, go to the SI Home Page and select the "Newest Bulletins" icon. The documents are arranged by sub-section and then by date (newest to oldest). Scroll down to "General Information" then click on the latest "Fix it Right the First Time" bulletin.

Field Product Reminder – Car Issues – Fix it Right the First Time

Model Year(s)	Vehicle Line(s) / Condition	Do This	Don't Do This	Reference Information/Bulletin
2013	SRX, XTS, ATS - Incorrect Gulf of Mexico Map Location	A S/W update has been released to address this condition. A USB drive (Blue) was sent to dealers.	Replace the HMI or any other components for this issue.	PI1062
2013-2014	ATS, XTS, SRX, Impala, CTS - Diagnostic Tips for Adaptive Cruise Control Inoperative or Adaptive Cruise Control Temporarily Unavailable Message Displayed on DIC	Install accessory grille on non-adaptive cruise vehicles only.	Install accessory grilles on vehicles w/adaptive cruise.	PI1036B
2012-2013	LaCrosse, Regal, Malibu – Product Safety - Loss of Battery Charge - Replace Generator Control Module	Replace the Generator Control Module.	Replace the Generator Control & Battery Module.	13142
2012-2014	Sonic - Shifter Handle Knob Cracked and/or Will Not Operate While Shifting Out of Park	Replace Shifter Handle.	Replace Shifter Assembly.	PI1086
2014	ATS - Engineering Information - Increased Steering Effort, Service Power Steering Message Displayed on DIC, DTCs C047A, C056D, C056E, C0544 or C0475 Set	Contact Engineering as Requested.	Replace the Steering Gear.	PIE0271

2013	ATS - Software Update (Over the Air) for Adaptive Forward Lighting System	Reprogram the Headlamp Control Module.	Replace the Headlamp Control Module.	PI1078
2013-2014	ATS - Intermittent Service Power Steering Message on Vehicle Start Up	Check Grd G104 and Underhood Fuse Connections.	Replace the Steering Gear.	PI1097
2014	Malibu - Transmission Fluid Leak at Auxiliary Pump Seal	Contact the Warranty Parts Center and request WPC part number 735, Aux pump seal.	Replace the transmission assembly or aux pump.	PI1071
2011-2014	Encore, Trax, VOLT, Sonic, Cruze - Information on Water Pump Replacement	Confirm there is an existing leak before deciding to replace the water pump.	Replace the water pump for slight staining around the coolant reservoir cup plug.	PI1041A
2006-2014	Corvette - Front Tire Chatter/Noise vs. Rear Differential Chatter	While in a slow full turn (steering wheel turned all the way in one direction) slowly accelerate until the noise is heard. Unwind the steering wheel 90 degrees and maintain the same speed. If the noise goes away or significantly diminished, this is considered tire hop and it can not be corrected.	Drain or refill the differential it is not a fluid of differential concern.	09-04-20-001D
2011-2013	Cruze - Odor from HVAC System with Temperature Control Set on High Heat and Engine at Operating Temperature	Order part from CCA warehouse.	Place order through Warranty Parts Center.	PI0935B

Field Product Reminder – Truck Issues – Fix it Right the First Time

Model Year(s)	Vehicle Line(s) / Condition	Do This	Don't Do This	Reference Information/Bulletin
2014	Sierra, Silverado - Information on Accessory Bed Liner Installation for Pre-Drilled Bed Liners and for Vehicles Equipped with Upper Tie-Downs	Notch plugs prior to install.	Make notches too big or multiple notches.	PI0983A
2014	Impala Limited, CTS-V Sport Wagon, CTS-V Coupe, CTS-V, CTS, Traverse, Enclave, Acadia, Escalade ESV, Escalade, Yukon XL, Yukon, Suburban, Tahoe - Malfunction Indicator Lamp (MIL) On, DTC P069E Set	Replace the fuel pump flow control module if there is a DTC P069E within this build range.	Replace other system components.	PI1082

2011-2014	Terrain, Equinox - Wet Carpet/Floor at Driver and/or Passenger Footwell Areas	If water or water spotting has been diagnosed in the driver and passenger front footwell areas, water test for leaks in the roof ditch molding along the roof panel.	Repair/replace sunroof module or drains unless suspect. Or repair/replace windshield seal unless suspect.	PI1090
2014	Silverado, Sierra - Warm Air Exhausting from Driver and/or Passenger Front Seat Back into 2nd Row Seating Area Causing Occupant Discomfort	Remove blower duct if a customer finds the warm air objectionable.	Replace seat components.	PI1091
2014	Traverse, Acadia, Enclave - Service All Wheel Drive Message Displayed on DIC, DTC U0136 Set	Reprogram the Rear Differential Clutch Control Module.	Replace the Rear Differential Clutch Control Module.	PI1074A
2006-2013	Savana, Express - Front Shock Mount Bracket Crack (Install Reinforcement)	Install spring seat reinforcement if cracked.	Replace vehicle frame.	PI1080

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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