



Service Bulletin

INFORMATION

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

Models: 2014 and Prior GM Passenger Cars and Trucks

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

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
2013-2014	Volt — Multiple Navigation Radio Screen Issues, Does Not Recognize Global Positioning System (GPS), Radio Screen Goes Blank, No GPS Signal, Navigation Stuck or Will Not Switch and Show Correct Location	Check for loose coaxial connection.	Replace radio.	PI1100
2014	Spark — A/C Inoperable, Blows Warm Air	Replace the A/C Line, install pressure switch and harness.	Replace AC compressor without diagnostics.	PI1121
2013	SRX — Heated Seat Indicator Lights Momentarily When Activated / Heated Seats Inoperative / DTC U1524 Stored	Replace the heated seat control module.	Replace the center stack or memory seat control module.	PI0877A
2013-2014	VOLT, Terrain, Malibu, Equinox, Cruze, Camaro, Verano, Regal, Encore, LaCrosse — Radio Locks Up and/or Resets, Bluetooth® Pairing, Voice Recognition and Navigation Updates	Update the radio software through Radio SPS Programming.	Replace the radio.	PI1114

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
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2013-2014	Terrain, Equinox — Creak or Pop Type Noise Coming from Windshield Area During Cold Ambient Temperatures	Liberally spray lubricant between the outside edge of the windshield glass and trim molding.	Replace or reseal the windshield.	PI1120
2012-2013	Trax, Encore — Water Accumulating in Door Sill Plate Area / Slosh Type Noise	Punch holes in lower part of weatherstrip per diagram on each door using similar tool.	Replace Weather Strip.	PI1117
2014	Silverado, Sierra — Normal Characteristic - Drivers (Left) Outside Rearview Mirror Takes Longer to Clear Than Passenger Side	Please share the detail information with all involved dealer personnel.	Replace mirror, wiring, or controls.	PI1106
2013	Encore — Rear Brake Noise On First Apply	Install damper on rear caliper.	Install brake pads or rotors.	PIC5927B
2010	SRX — Creak or Pop Noise Heard from Front Hub Bearing While Making Turns	Check front hub bearing fastener torque.	Replace the rear HVAC controls, or HVAC control module.	PI1095
2013	SRX, XTS — Unwanted Activation of Rear Heated Seats	For the SRX, reprogram the HVAC control module and rear seat heater module. For the XTS, check the BCM calibration for the latest update and reprogram the HVAC control module.	Replace the rear HVAC controls, or HVAC control module.	PI1060A
2010-2014	SRX — Normal Characteristic - High Pitched Whine or Squeal Noise Coming from Front Wheel Area	Explain to the customer the noise they are hearing is normal due to the electrical current going through the control solenoids.	Replace wheel speed sensors, struts or EBCM.	PI1107
2013	SRX — CD or DVD Player Will Not Eject Disc	Test the multi-function switch if it fails the test, replace it.	Replace the CD player.	PI1113

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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