



# 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 is being revised to include updated information. Please discard Corporate Bulletin Number 13-00-89-004A (Section 00 – General Information).*

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	Sonic — Unable to Make a Call Using Phone Icon on Radio	Reprogram the radio using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB	Replace the radio.	PI0953
2012-2013	Sonic — Hatchback Liftgate Will Not Open Using Remote Key Fob and Touchpad	New Software Update.	Replace BCM.	PI0945
2012-2013	Sonic — Engineering Information - Front Compartment (Underhood) Fuse Block Replacement	Engineering Phone Call.	Replace UBEC.	PIE0252
2013	ATS — Front Brake Squeal or Squeak Noise Intermittently on Initial Brake Applies	Apply grease as specified.	Replace brake pads or rotors.	PI0917A
2013	ATS — Driver or Passenger Power Seat Back Recliner Stuck and/or Will Not Recline	Free the recliner following this procedure.	Replace the seat back frame.	PI0948A
2013	ATS — Engineering Information - Active Grille Aero Shutter Malfunction	Call engineer before work on aero shutter if DTCs P069E and P059F or P069E and U0284 are present.	Grab or attempt to move the shutter louvers, disassemble the shutter assembly, or remove the actuator from the shutter assembly.	PIE0256

2011-2013	Trax, Sonic, Cruze, Encore — Diagnostic Tips for Front Cover Oil Leak	Use oil dye to determine the leak location and repair as necessary.	Replace front timing chain cover for oil leak.	PI0957
2012-2013	Cruze — Pulsating/Rotational Noise from Right Rear of Vehicle on Brake Apply	Replace right rear brake drum, shoes, and apply high temp grease.	Don't turn the drum.	PI0887B
2010-2014	LaCrosse, Verano, Sonic, Regal, Malibu, Impala, Cruze — Intermittent Unwanted Trunk Opening While Vehicle is Parked	Install "2-Shot" Trunk Relay per PI.	Replace any other component.	PI0924

**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
2011-2013	Captiva — Engine No Crank/No Start and/or Inoperative HVAC Control	Replace module with new part number known.	Use the old part number.	PI0944A
2012-2013	Captiva — Engineering Information - Power Rear Door Lock Difficult to Operate, Binds	Call the Engineer prior to repair.	Repair car prior to calling the engineer.	PIE0244A
2012	Traverse, Acadia — Left Rear Side Door Molding Loose at Front Edge, Contacting Rear Edge of Left Front Door or Door Side Molding	Modify Molding Before Installing.	Use the Locator on the Molding to Align the Molding.	PI0947
2007-2014	Enclave, Acadia, Outlook — Diagnostic Tip - Driver Information Center (DIC) Switch Buttons Are Inoperative	Remove battery power to the IPC after service is performed to either the DIC switch or the IPC for return of DIC function.	Replace Multiple Modules for DIC Function to Return.	PIT4534D
2013	Traverse, Acadia, Enclave — Diagnostic Tip- No Communication With The Right Side Blind Zone Module	Follow Instructions for Programming Module.	Replace Multiple Modules Because of Inability to Communicate.	PIT5211

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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