



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Water Pump Shaft Seal Leaks

MODELS: 2009-2013 Buick Enclave
2009-2013 Chevrolet Traverse
2009-2013 GMC Acadia
2009-2010 Saturn Outlook
Equipped with HFV6 Engine (LY7, LLT)

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THIS PROGRAM IS IN EFFECT UNTIL APRIL 30, 2015.
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CONDITION

Certain 2009-2013 model year Buick Enclave, Chevrolet Traverse, GMC Acadia and 2009-2010 model year 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. Proper maintenance of the engine coolant level will increase shaft seal reliability and help ensure that the water pump operates as intended.

CORRECTION

Dealers are to check the engine coolant level and, if necessary, add the proper mixture of coolant directly to the radiator and the coolant recovery tank.

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

Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
12346290 - US 10953464 - CN	COOLANT, ENGINE (DEX-COOL)	As Needed (Submit as Net Item)

SERVICE PROCEDURE

1. Open the hood of the vehicle.

Note: The vehicle must be on a level surface when checking the coolant level.

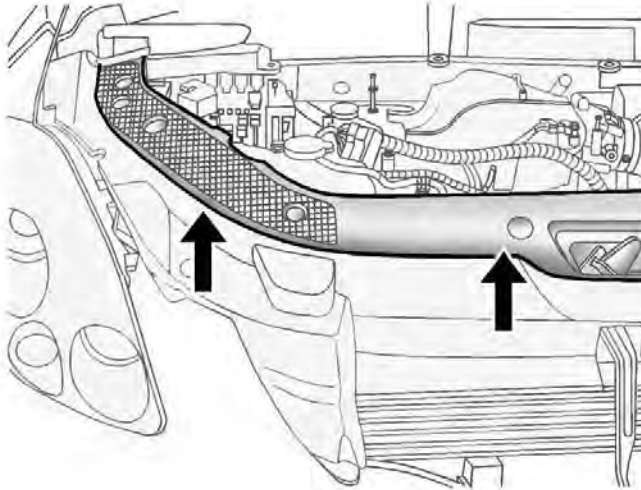
2. Check to see if coolant is visible in the coolant recovery tank.

- If the coolant inside the coolant recovery tank is boiling, do not do anything else until it cools down.
- If coolant is visible but the coolant level is not 1 cm (.394 in) above the FULL COLD mark, add a 50/50 mixture of clean, drinkable water and DEX-COOL coolant to the radiator. Proceed to step 3.
- If the coolant level is 1 cm (.394 in) above the FULL COLD mark, proceed to step 3.2 to determine if the coolant is at the base of the radiator filler neck.

Warning: An electric engine cooling fan under the hood can start up even when the engine is not running and can cause injury. Keep hands, clothing, and tools away from any underhood electric fan.

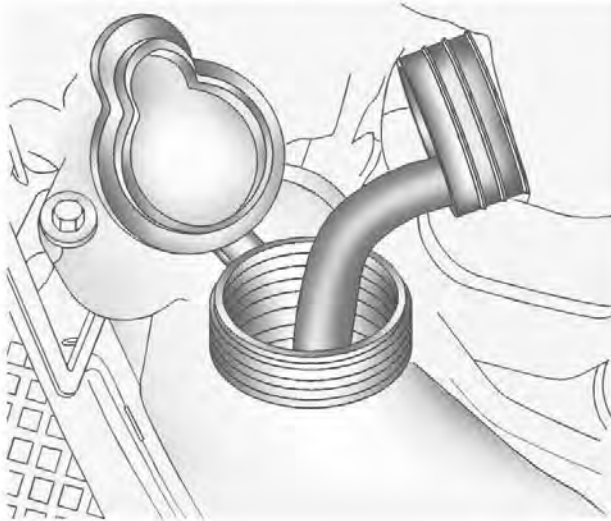
Warning: Steam and scalding liquids from a hot cooling system can blow out and burn you badly. They are under pressure, and if you turn the surge tank pressure cap—even a little—they can come out at high speed. Never turn the cap when the cooling system, including the surge tank pressure cap, is hot. Wait for the cooling system and surge tank pressure cap to cool if you ever have to turn the pressure cap.

3. Add the proper mixture of coolant directly to the radiator, but be sure the cooling system is cool before this is done.



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- 3.1 Detach the fasteners and lift off the panel that covers the radiator cap.
- 3.2 Remove the radiator pressure cap when the cooling system, including the upper radiator hose, is no longer hot. Turn the pressure cap slowly counterclockwise about one full turn.
- 3.3 Keep turning the pressure cap slowly and remove it.
- 3.4 Fill the radiator to the base of the filler neck with the proper DEX-COOL coolant mixture.



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- 3.5 Fill the coolant recovery tank to 1 cm (.394 in) above the FULL COLD mark.
- 3.6 Reinstall the cap on the coolant recovery tank but leave the radiator pressure cap off.

Note If coolant begins to flow out of the filler neck at any time during this procedure, reinstall the pressure cap.

- 3.7 Start the engine and let it run until the upper radiator hose feels warm.
- 3.8 Determine the coolant level. If the coolant level inside the radiator filler neck is low, add more of the proper DEXCOOL coolant mixture through the filler neck until the level is back up to the base of the filler neck.

Caution: If the pressure cap is not tightly installed, coolant loss and possible engine damage may occur. Be sure the cap is properly and tightly secured.

- 3.9 Replace the pressure cap. Be sure to secure it tightly.
- 3.10 Install the panel that covers the radiator cap.
4. Close the hood of the vehicle.

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	Net Item
V2806	Check Engine Coolant Level (Includes Add Coolant)	0.3	*

- * The amount identified in “Net Item” should represent the actual sum total of the current dealer net price for the coolant needed to perform the required repairs, plus applicable Mark-Up or Landed Cost (for Export).

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 April 30, 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 April 30, 2015, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



April 2013

Dear General Motors Customer:

We have learned that certain 2009-2013 model year Buick Enclave, Chevrolet Traverse, GMC Acadia and 2009-2010 model year Saturn Outlook vehicles equipped with HFV6 engine may experience leaks from the water pump shaft seal. 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 help ensure that the water pump operates as intended.

Your satisfaction with your GM vehicle is very important to us, so we are announcing a program to prevent this condition.

What We Will Do: Your GM dealer will check your vehicle's engine coolant level and, if necessary, add sufficient engine coolant. This service will be performed for you at **no charge until April 30, 2015**. After that, any applicable warranty will apply.

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 repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

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
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	

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 sincerely regret any inconvenience or concern that this situation may cause you. 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