



Service Bulletin

File in Section: -

Bulletin No.: P11038

Date: August, 2013

PRELIMINARY INFORMATION

Subject: Inaccurate Fuel Gauge Readings

Models: 2014 Buick Enclave
2014 Chevrolet Traverse
2014 GMC Acadia

Condition/Concern

Some customers may comment on one or more of the following conditions:

Condition #1

- Fuel gauge moves from approximately (3/4) to (F) full without refueling.
- Fuel gauge moves higher by approximately (1/8) tank or more without refueling.

This condition may occur during very low speed driving maneuvers or while the vehicle is being transported through a car wash, due to fuel slosh being misinterpreted as a refueling event. It usually occurs with 3/4 tank or more of fuel. The system will relearn the correct gauge reading with subsequent steady state driving, but this can take some time to occur.

Condition #2

- Fuel gauge does not respond to fuel tank "top offs" from about 7/8 tank of fuel (such as refueling a rental vehicle prior to its return).

This condition may occur if the refuel amount is less than 8 L (2.11 gal), due to small amounts of fuel level change being misinterpreted as slosh-induced rather than as a refueling event.

Recommendation/Instructions

Important: Do not replace the ECM or replace any fuel system components for this concern.

An updated software calibration has been released to address this concern. Technicians should reprogram the engine control module (ECM) using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the Engine Control Module Programming and Setup procedure in SI.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810075	Engine Control Module Reprogramming with SPS	Use Published Labor Operation Time