



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory Vehicles Only
Torque Converter Clutch Sticking
Expires May 31, 2015

MODELS: 2013 Buick Enclave
2013 Cadillac SRX, XTS
2013 Chevrolet Equinox, Malibu, Traverse
2013 GMC Acadia, Terrain
Equipped with 6-Speed Automatic Transmission (6T70/6T75)

This bulletin has been extended to May 31, 2015. Dealers are to inspect their inventory for involved vehicles and perform repair. Please discard all copies of bulletin 13120B.

This service update involves vehicles in dealer inventory only and will expire May 31, 2015.

PURPOSE

This bulletin provides a service procedure to reprogram the transmission control module (TCM) on **certain** 2013 model year Buick Enclave; Cadillac SRX and XTS; Chevrolet Equinox, Malibu and Traverse; and GMC Acadia and Terrain vehicles, equipped with 6-speed automatic transmission. The torque converter clutch solenoid in the TECHM can stick due to debris in the transmission. When the vehicle is at the end of a coast-down, as the vehicle is coming to a stop, a stuck solenoid will fail to release the torque converter clutch. This keeps the engine directly connected to the driven wheels. As the vehicle stops, the engine speed will be pulled down below normal idle speed and the engine may stall. The vehicle can be immediately restarted and driven. The reprogramming will install a revised calibration to correct this condition.

This service procedure should be completed on involved vehicles currently in dealership inventory as soon as possible but no later than May 31, 2015, at which time this bulletin will expire.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is Copyright 2014 General Motors. All Rights Reserved.

important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin.

PART INFORMATION

No parts are required for this update.

SERVICE PROCEDURE

Transmission Control Module (TCM) Programming Instructions

Do not attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. When using a MDI for reprogramming, ensure that it is updated with the latest software version. Use **TIS2WEB on or after 4/19/13** to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

For step-by-step programming instructions, please refer to SI and the Techline Information System (TIS) terminal.

1. Verify that there is a battery charge of 12 to 15 volts. The battery must be able to maintain a charge during programming. Only use an approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or equivalent to maintain proper battery voltage during programming.
2. Reprogram the transmission control module (TCM). Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.
 - 2.1 Connect the MDI to the vehicle.
 - 2.2 Select J2534 MDI and Reprogram ECU from the SPS Select Diagnostic Tool and Programming Process screen.
 - 2.3 Select *TCM Transmission Control Module -- Programming* from the SPS Supported Controllers screen.
 - 2.4 Follow the on-screen instructions.
3. Select the “Clear All DTCs” function on the SPS screen at the end of programming.
4. With a scan tool, perform the Reset Transmission Adapts. Refer to *Reset Transmission Adapts* in SI.

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 |
|------------|---------------|------------|
| V2816 | Reprogram TCM | 0.5 |

DEALER PROGRAM RESPONSIBILITY

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than May 31, 2015.



GM CUSTOMER CARE AND AFTERSALES
DCS3158
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 30, 2014

Subject: 13120C – Service Update Bulletin
Torque Converter Clutch Sticking
Revised Expiration Date

Models: 2013 Buick Enclave, Cadillac SRX, XTS, Chevrolet Equinox,
Malibu, Traverse, GMC Acadia, Terrain Equipped with 6-Speed
Automatic Transmission (6T70/6T75)

To: All GM Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

This bulletin has been extended to May 31, 2015. Dealers are to inspect their inventory for involved vehicles and perform repair. Please discard all copies of bulletin 13120B.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES