



# Service Bulletin

File in Section: 08 - Body and Accessories

Bulletin No.: 08-08-57-003D

Date: May, 2014

## TECHNICAL

**Subject:** Floor Wet Under Carpet/Engine Continues to Run with Key Off/Possible No Crank/No Start/Communication Loss/Various Electrical Concerns (Seal Seam)

**Models:** 2008-2012 Buick Enclave  
2009-2012 Chevrolet Traverse  
2007-2012 GMC Acadia  
2007-2010 Saturn OUTLOOK

This bulletin is being revised to add the Chevrolet Traverse model and update the Warranty Information. Please discard Corporate Bulletin Number 08-08-57-003C.

### Condition

Some customers may comment on any, or a combination of, the following conditions:

- Evidence of a water leak at the right side A-pillar and/or the right front floor is wet under the carpet.
- Various electrical concerns such as: Engine Continues to Run with Key Off/Possible No Crank/No Start/Communication Loss/Various Electrical Concerns, which may be a result of a water leak on the IP BEC.
- Other electrical related conditions that may be communication issues between certain electrical modules due to water dripping on the IP BEC.

### Cause



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Water from the right front sunroof drain hose exits the vehicle through the plenum (upper arrow) and may re-enter through the un-sealed seam at the front of the dash. Refer to lower arrow in the illustration.

In more current model years, sunroof drain hose and windshield related issues have sometimes been found to be a source of a water leak in the A-pillar area. This water can also sometimes leak on the IP BEC and/or onto the floor area.

### Correction

#### For Model Years 2007-2008

**Important:** Inspect the front drain hoses to ensure that they are free of clogs or kinks, and that water is properly flowing through the hoses.



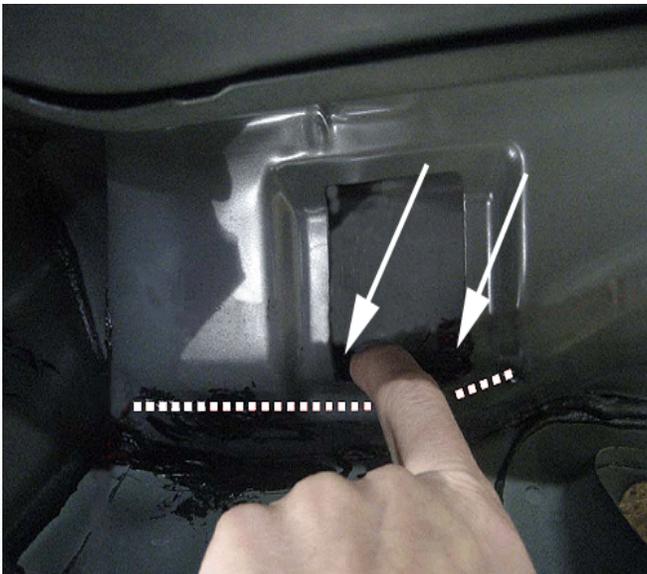
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1. Remove the windshield wipers and cowl screen where sealing repair is to be done.

**Important:** Inspect the IP BEC for wetness and/or any green colored corrosion.

**Important:** During water testing, do not point the nozzle/hose upward on the cowl area as this is likely to force water entry where a leak may not even be existent.

2. In order to verify the waterleak, run a small amount of water into the square hole inside the cowl while looking at the IP BEC.
3. Allow the water to dry and proceed to step 4.



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4. Seal the seam **INSIDE** the opening at the bottom and to the right and left of the arrows in the illustration. Seal the full length of the dotted line. Seal the seam with P/N 12378500 (in Canada, use 10952233) Medium Body Seam Sealing Compound or equivalent.

**For Model Years 2009-2012**

- Inspect the right side A-pillar/windshield area and water test for any leaks.
- Inspect the front drain hoses to ensure that they are free of clogs or kinks, and that water is properly flowing through the hoses.
- Inspect the IP BEC for wetness and/or any green colored corrosion.

**Parts Information**

Part Number	Description
12378500 (in Canada, use P/N 10952233)	Medium Body Seam Sealing Compound

**Warranty Information**

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the appropriate following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
0560052	Plenum Panel Resealing	Use Published Labor Operation Time
0560072	Windshield Resealing	
6040922	Sunroof Drain Inspection and Cleaning	

