



# Program Bulletin



## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Vehicle Vibration - Reprogram Powertrain Control Module  
**MODELS:** 2005-2007 Saturn VUE  
Equipped with 5-Speed Automatic Transmission (MJ7/MJ8)

The expiration date for this program has been extended to February 28, 2015. Please discard all copies of bulletin 10285A.

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THIS PROGRAM IS IN EFFECT UNTIL FEBRUARY 28, 2015.  
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### CONDITION

On **certain** 2005-2007 model year Saturn VUE vehicles equipped with a 5-speed automatic transmission, a transmission torque converter condition may result in a transmission vibration or shaking motion (judder) while driving at speeds between 20 and 45 mph (30 and 70 km/h).

### CORRECTION

Dealers are to reprogram the powertrain control module, and in some cases, replace the torque converter.

### VEHICLES INVOLVED

Involved are **certain** 2005-2007 model year Saturn VUE vehicles, equipped with a 5-speed automatic transmission (MJ7/MJ8). Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Required Field Actions section in the Global Warranty system. Not all vehicles may be involved.

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 dealers through the GM GlobalConnect Recall Reports. 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

**Note: Over 99% of the vehicles will NOT require a torque converter. Do not order for shelf stock.**

If however, you do have a vehicle that requires a torque converter, it should 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
12606969	Converter, Torq	1 (If Req'd)
22717466	Fluid, A/Trns	6

## SERVICE PROCEDURE

Not all vehicles within the affected VIN range will have a lock-up clutch judder condition. All vehicles in the affected VIN range, however, must have the powertrain/vehicle control module reprogrammed. Refer to *PCM/VCM Programming* in this bulletin.

**Note:** If a customer claims the vehicle exhibits a judder condition, reprogram the powertrain/vehicle control module (PCM/VCM) and then test drive the vehicle to determine if the judder condition is still present. Refer to *Road Test* in this bulletin.

**Note:** If a customer returns within 6 months of having the reprogramming performed and the vehicle exhibits the judder condition, replace the torque converter. Obtain wholesale authorization to submit the transaction.

### **PCM/VCM Programming**

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) or Tech 2<sup>®</sup> and TIS2WEB with the calibration update. When using a MDI or Tech 2<sup>®</sup> for reprogramming, ensure that it is updated with the latest software version. Use **TIS2WEB on or after 01/10/11** 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<sup>®</sup> PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or equivalent to maintain proper battery voltage during programming.
2. Reprogram the Powertrain Control Module (PCM). Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.
  - 2.1 Connect the Tech 2<sup>®</sup> to the vehicle.
  - 2.2 Select Tech2<sup>®</sup> Legacy Pass-Thru and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.

- 2.3 Select PCM/VCM Powertrain/Vehicle Control Module from the Supported Controllers screen.
- 2.4 Follow the on-screen instructions.
3. Clear all DTCs using the Tech 2®.

**Road Test – (required only if customer claimed the vehicle had a judder condition when the vehicle was brought in to dealership)**

To determine if the judder condition is present, test drive the vehicle on a smooth road, preferably one with a slight uphill incline. Set the cruise control speed between 35 and 40 mph (55 and 65 km/h), and monitor the engine RPM using the vehicle's tachometer, or use the Tech 2® to take a snapshot of engine RPM. A driveline judder from the torque converter lock-up clutch may be felt while driving between 20 - 45 mph (30 and 70 km/h), and may be accompanied by transmission hunting, surging, or excessive slip. Judder is defined as an abnormal vibration in a mechanical system, especially due to grabbing between friction surfaces.

- If the judder condition is present after reprogramming the PCM/VCM, replace the torque converter. Refer to *Torque Converter Assembly Removal* in SI.
- If the judder condition is NOT present after programming the PCM/VCM, no further action is required.

**CUSTOMER REIMBURSEMENT - For US**

All customer requests for reimbursement for previous repairs for the condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Customer Reimbursement Procedure and Claim Form is included with the customer letter.

**IMPORTANT:** (For GM Only) Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

**CUSTOMER REIMBURSEMENT - For Canada**

Customer requests for reimbursement for previous repairs for the condition are to be submitted to the dealers by February 29, 2012.

All reasonable customer paid receipts should be considered for reimbursement. The amount to be reimbursed will be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of repair expense(s) that were not reimbursed, a description of the repair, and the person or entity performing the repair.

Claims for customer reimbursement on previously paid repairs are to be submitted as required by GWM.

**IMPORTANT:** Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement verification.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
V2386	Reprogram PCM/VCM Only Add: Road Test	0.4 0.2
V2387	Reprogram PCM/VCM & Replace Torque Converter (inc. Road Test)	
	- AWD	8.7
	- FWD	8.2
T5808*	Replace Torque Converter	
	- AWD	8.4
	- FWD	7.9
V2388	Customer Reimbursement (not for use by US dealers)	0.2

\* Labor code T5808 is to be used if the customer had the reprogram performed and the vehicle exhibits a judder condition within 6 months. Wholesale authorization is required when submitting the transaction.

**CUSTOMER NOTIFICATION**

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

**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 February 28, 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 February 28, 2015, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



February 2011

Dear General Motors Customer:

We have learned that some 2005, 2006, and 2007 model year Saturn VUE vehicles, equipped with a 5-speed automatic transmission, may have a torque converter condition that could result in a transmission vibration or shaking motion (judder) while driving at speeds between 20 and 45 mph (30 and 70 km/h).

Your satisfaction with your Saturn VUE is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will reprogram the powertrain control module, and if necessary, replace the torque converter. This service will be performed for you at **no charge until February 28, 2015**. *(extended to February 28, 2015; new letters not sent)*.

**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.

**Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for this condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by February 29, 2012. Even though you may have already had this condition corrected, you will still need to take your vehicle to your dealer to have the powertrain control module reprogrammed.

If you have any questions or need any assistance to better understand related repairs, please contact your dealer. If you have questions related to a potential reimbursement, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Saturn	1-800-972-8876	1-800-833-6000
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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 Saturn VUE provides you many miles of enjoyable driving.

Jim Moloney  
General Director,  
Customer and Relationship Services

Enclosure  
10285

GM CUSTOMER CARE AND AFTERSALES  
DCS3143  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 25, 2014

Subject: 10285B – Customer Satisfaction Program  
Vehicle Vibration – Reprogram Powertrain Control Module  
Expiration Date Extended

Models: 2005-07 Saturn VUE Equipped with 5-Speed Automatic  
Transmission (MJ7/MJ8)

To: All Buick, Cadillac, Chevrolet, and GMC Dealers

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

The expiration date for Customer Satisfaction Program 10285B has been extended to February 28, 2015. Please discard all copies of bulletin 10285A.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES