



# Service Bulletin

## SPECIAL COVERAGE

**SUBJECT:** Special Coverage Adjustment – Throttle Body – Reduced Power Mode

**MODELS:** 2008-2009 Buick Allure  
2008-2012 Buick Enclave, Lacrosse  
2009-2011 Buick Lucerne  
2010-2012 Buick Regal  
2008-2011 Cadillac CTS, SRX  
2008-2009 Chevrolet Equinox, Uplander  
2008-2011 Chevrolet Impala  
2008, 2011-2012 Chevrolet Captiva  
2008-2012 Chevrolet Colorado, Malibu  
2009-2012 Chevrolet Traverse  
2008-2012 GMC Canyon  
2009-2012 GMC Acadia  
2008-2010 Hummer H3  
2009 Hummer H3T  
2008-2009 Pontiac G8, Montana SV6, Torrent  
2008-2010 Pontiac G6  
2008 Saturn Outlook  
2008-2009 Saturn VUE

### CONDITION

On some 2008 model year (MY) Saturn Outlook; 2008-2009 MY Buick Allure, Chevrolet Equinox, Chevrolet Uplander, Pontiac G8, Pontiac Montana SV6, Pontiac Torrent, and Saturn VUE; 2008-2010 MY Hummer H3 and Pontiac G6; 2008-2011 MY Cadillac CTS, Cadillac SRX, and Chevrolet Impala; 2008, 2011-2012 MY Chevrolet Captiva; 2008-2012 MY Buick Enclave, Buick Lacrosse, Chevrolet Colorado, Chevrolet Malibu, and GMC Canyon; 2009 MY Hummer H3T; 2009-2011 MY Buick Lucerne; 2009-2012 MY Chevrolet Traverse and GMC Acadia; and 2010-2012 MY Buick Regal vehicles, the throttle-position sensor may cause the engine to run rough, cause the malfunction-indicator lamp and/or an engine reduced power message to illuminate, and reduce the engine's power.

### SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace the throttle body assembly and gasket for Bosch equipped vehicles, or to install the throttle position sensor kit for Hitachi equipped vehicles. The Hitachi throttle body assembly only needs to be replaced if the sensor kit does not correct the condition. The repairs will be made at no charge to the customer. For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after September 24, 2015, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims

with repair orders prior to September 24, 2015, must be submitted to the Service Contract provider.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section 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.

### PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). 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.

**Note:** Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace the throttle body and/or gasket(s). Parts may have quantity limiters in effect.

**Note:** Use the vehicle identification number (VIN), SI, and the GM Electronic Parts Catalog to determine which part to order.

Part Number	Description	Quantity/Vehicle
<b>Service Part Numbers Supplied By Bosch</b>		
12589056	BODY, THROTTLE	1
12631016	BODY, THROTTLE	1
12631018	BODY, THROTTLE	1
12616994	BODY, THROTTLE	1
12616995	BODY, THROTTLE	1
12631186	BODY, THROTTLE	1
12631187	BODY, THROTTLE	1
12616438	BODY, THROTTLE	1
<b>Service Part Numbers Supplied By Hitachi</b>		
12609500	BODY, THROTTLE	1
12615503	BODY, THROTTLE	1
12620183	BODY, THROTTLE	1
12615516	BODY, THROTTLE	1
19259452	SENSOR KIT, THROTTLE POSITION	1
19300180	SENSOR KIT, THROTTLE POSITION	1

**Note:** The gasket between the throttle body and the intake manifold may need to be replaced when performing the following procedures. The gasket is included with some replacement throttle body assemblies, if the gasket is not included with the service assembly, order the part. Use the vehicle identification number (VIN), SI, and the GM Electronic Parts Catalog to determine which gasket to order.

### SERVICE PROCEDURE

**Note:** There are two repair procedures in this bulletin. Follow the correct procedure based on the service part supplier. The part table above identifies the service part as a Bosch or Hitachi supplied component.

With a scan tool, verify that DTC P2135, P0121 OR P0221 is set as Current or in History.

- If DTC P2135, P0121 OR P0221 is NOT set as Current or in History, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
- If DTC P2135, P0121 OR P0221 is set as Current or in History, refer to the service procedures below. **Bosch** supplied throttle bodies require that the throttle body be serviced by replacing the complete assembly. **Hitachi** supplied throttle bodies only need the Throttle Position Sensor Kit installed to correct the condition. Only replace the Hitachi throttle body assembly if the sensor kit does not correct the condition.

### REPAIR PROCEDURE FOR BOSCH EQUIPPED VEHICLES

Replace the throttle body assembly and gasket. Refer to *Throttle Body Assembly Replacement* in SI.

### REPAIR PROCEDURE FOR HITACHI EQUIPPED VEHICLES

Use the following steps to replace the Throttle Position Sensor Cover.

**Note:** Handle the electronic throttle control components carefully. Use cleanliness in order to prevent damage. Do not drop the electronic throttle control components. Do not roughly handle the electronic throttle control components. Do not immerse the electronic throttle control components in cleaning solvents of any type.

**Note:** If at any time during this procedure the throttle body is dropped, abort this procedure and REPLACE it with a new throttle body assembly.

1. Remove the throttle body and discard the throttle body gasket. Refer to *Throttle Body Assembly Replacement* in SI.
2. Remove any loose debris and dirt from the throttle body assembly and the TP sensor cover. Inspect the throttle body for damage.

**Note:** Do not use any solvent that contains Methyl Ethyl Ketone (MEK). This solvent may damage fuel system components.

3. Clean the throttle body bore and the throttle plate using a clean shop towel with GM Top Engine Cleaner, P/N 1052626 (in Canada, P/N 993026), or AC-Delco Upper Engine and Fuel Injector Cleaner, P/N X66-P, or an equivalent product.



2696698

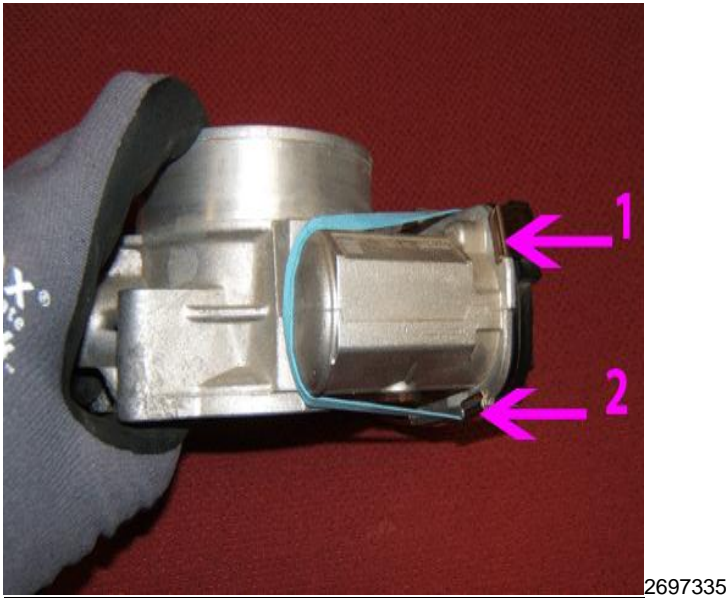
**Note:** DO NOT mount the throttle body in a vise. The throttle body can be set on the top of a soft protected workbench area.

4. Hold the throttle body with your hand, so that the throttle position (TP) sensor cover is facing upward as shown.



2697177

5. Secure a rubber band around the throttle body and TP sensor cover as shown.



6. Turn over the throttle body and use a flathead screwdriver to remove the two clips (1, 2) as shown. Discard the clips.



**Note:** Do NOT pry on the machined sealing surface of the throttle body inlet duct.

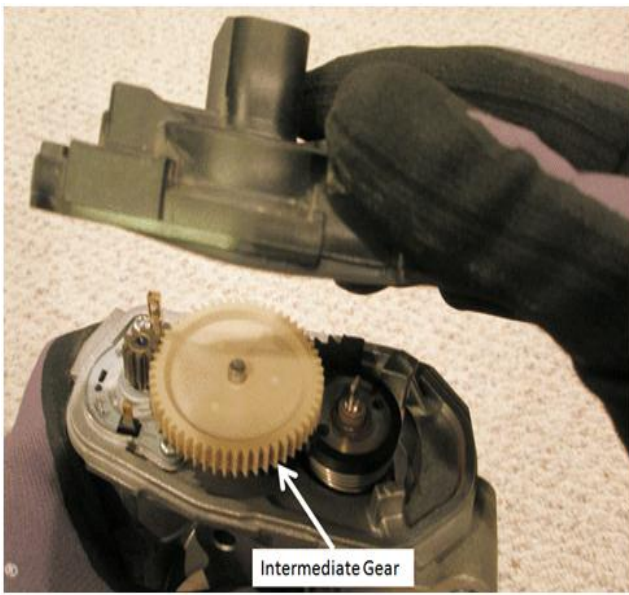
7. Turn over the throttle body and use a flathead screwdriver to remove the four remaining clips from the TP sensor cover. Discard the clips.





2697514

8. Hold the throttle body with your hand, so that the TP sensor cover is facing upward. Grasp the TP sensor cover and carefully lift it up and separate it from the throttle body.



2697650

**Note:** DO NOT allow the intermediate gear to fall out.

9. Maintain the throttle body in an upward position. Use your thumb to maintain contact with the intermediate gear. If the intermediate gear falls out and impacts a hard workbench surface or the floor, abort this procedure and REPLACE with a new throttle body assembly.

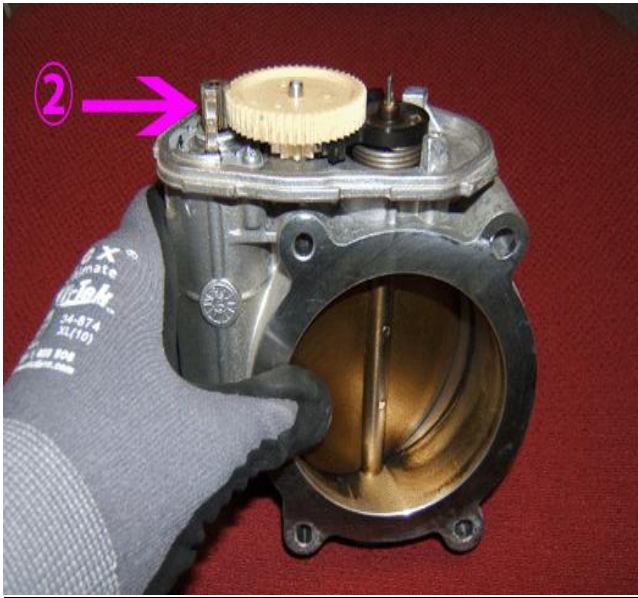


2697675

10. Verify that the TP sensor cover gasket HAS REMAINED in the TP sensor cover as shown. Ensure that the gasket is accounted for and remains with the old TP sensor cover.



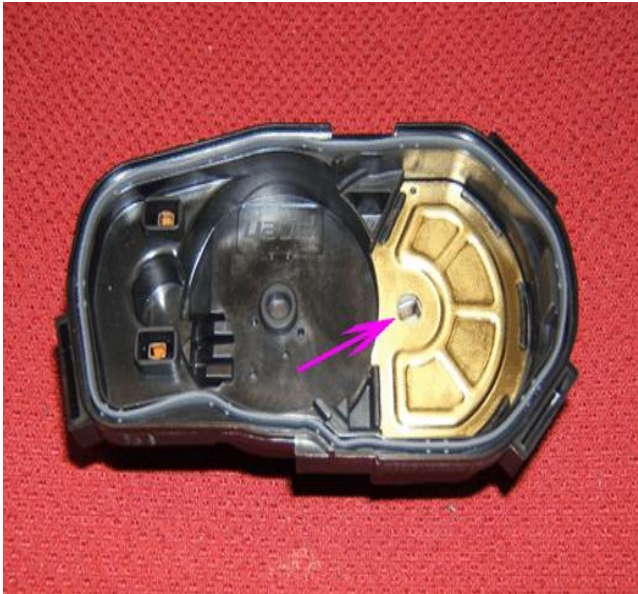
2697721



2698017

**Note:** If one or both of the TP sensor cover female throttle actuator motor terminals (1) HAVE BEEN retained on the throttle actuator motor male terminals (2), remove and discard those female terminals.

11. Observe the TP sensor cover for missing female throttle actuator motor terminals (1). Verify that the female throttle actuator motor terminals HAVE REMAINED in the TP sensor cover and HAVE NOT been retained on the throttle actuator motor male terminals (2). Discard the old TP sensor cover, gasket and terminals.
12. Remove the new TP sensor cover from the protective shipping wrapper.

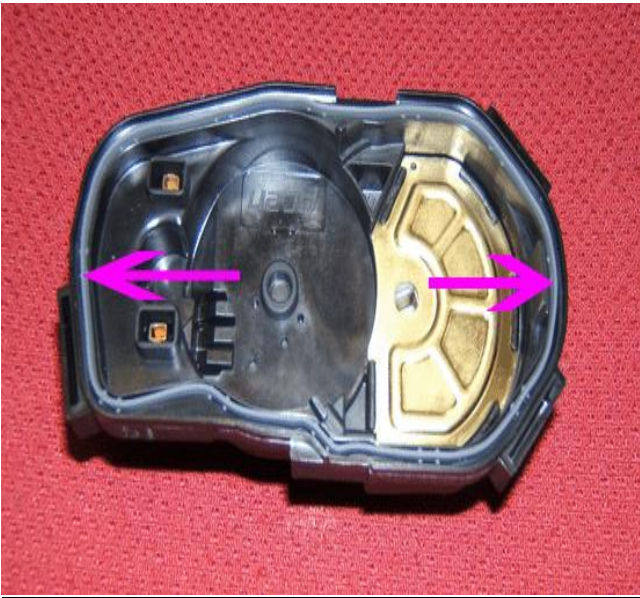


2698978

**Note:** If the TP sensor drive slot orientation is not aligned as shown, use a small flathead screwdriver to gently rotate the TP sensor drive slot clockwise to the wide open throttle (WOT) position as shown.

13. Place the TP sensor cover in the position as shown. Confirm the TP sensor drive slot orientation is aligned in the TP sensor cover as shown.





2697675

14. Verify that the TP sensor cover gasket is secure and properly positioned.



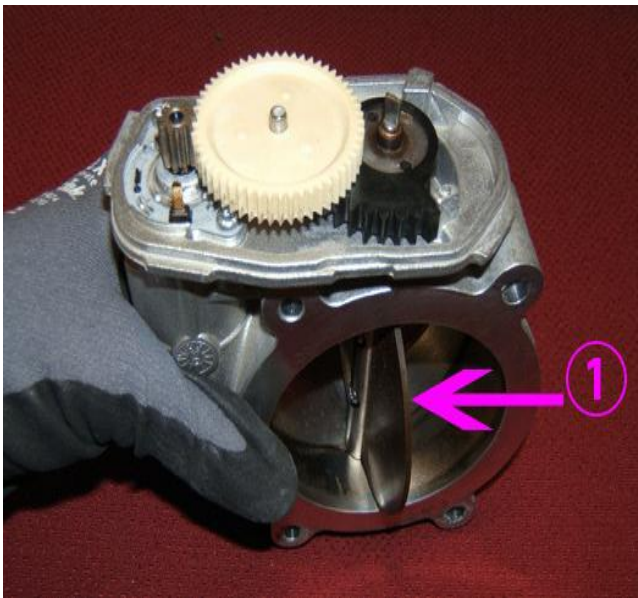
2699003



2699007

**Note:** The three TP sensor cover alignment tabs are highlighted in white for identification purposes only.

15. Verify that all three of the TP sensor cover alignment tabs are present and are not damaged.
16. Grasp and hold the throttle body in the previously hand held upward position. Lightly depress the intermediate gear to verify that it is fully seated and the gears are engaged.



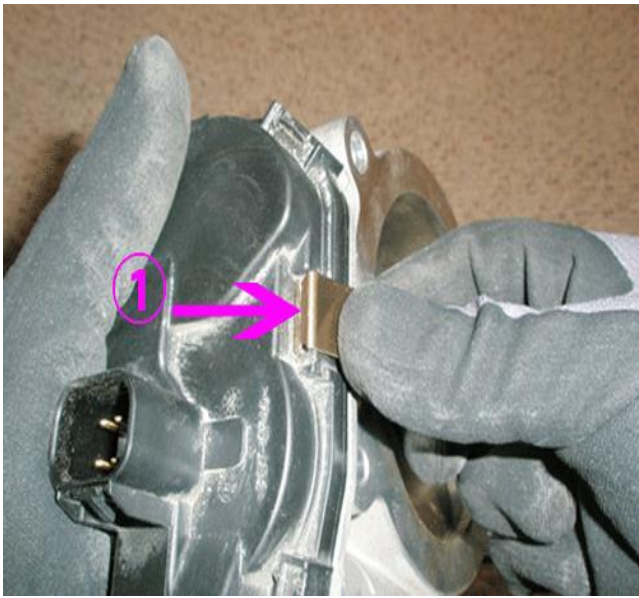
2699109

17. Rotate the throttle body plate to the WOT position (1).



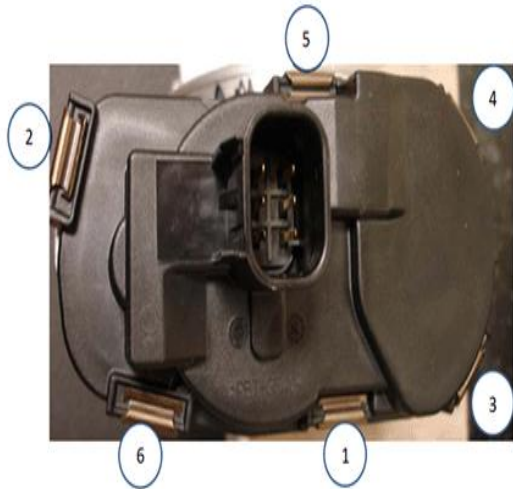
2699101

18. Position and install the TP sensor cover to the throttle body. Hold the TP sensor cover in position. If necessary for ease of the clip installation, secure a rubber band around the throttle body and TP sensor cover.



2700151

19. Install the first new TP sensor cover clip (1) in the position shown.



---

2699881

20. Install the remaining new TP sensor cover clips in the sequence shown.
21. Install a NEW throttle body gasket to the intake manifold.
22. Install the throttle body, bolts and nuts. DO NOT tighten the fasteners yet.
23. Connect the electrical connector to the throttle body.
24. Turn ON the ignition. Clear the DTC with a scan tool.
25. Observe the scan tool TP Sensor 1 and 2 Agree/Disagree parameter while slowly depressing the accelerator pedal to WOT and then slowly returning the pedal to closed throttle. Repeat the procedure several times. Rapidly depress the accelerator pedal from the rest position to the wide open throttle position (WOT) and release pedal. Repeat the procedure several times. The TP Sensor 1 and 2 Agree/Disagree parameter should display Agree.
  - If TP Sensor 1 and 2 Agree/Disagree parameter displays *Agree*, proceed to Step 27.
  - If TP Sensor 1 and 2 Agree/Disagree parameter displays *Disagree*, replace the throttle body assembly.
26. Observe the engine control module (ECM) module DTC information. Are DTC P1516, P2101 and/or P2176 set?
  - If DTC P1516, P2101 and/or P2176 are set, replace the throttle body.
  - If DTC P1516, P2101 and/or P2176 are not set, proceed to Step 28.
27. Tighten the throttle body fasteners.  
**Tighten:** Tighten the fasteners to 10 Nm (89 lb in).
28. Install any remaining components that were removed during this procedure.
29. Perform the Throttle Learn Reset Procedure. Refer to *Throttle/Idle Learn > Throttle Learn > Reset Procedure* in SI.

#### CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by October 31, 2016, unless otherwise specified by



state law. If this is not convenient for the customer, the customer may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 120,000 miles, whichever occurs first.

**All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.**

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

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

**IMPORTANT:** GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

#### CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by October 31, 2016. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 193,000 kilometers, whichever occurs first.

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

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

#### 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 ZREG transaction type, unless noted otherwise.

<b>Vehicles Still Covered Under Applicable New Vehicle Limited Warranties</b>			
<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
4029929	Engine Malfunction Indicator Lamp (MIL) Active - Customer Concern Not Duplicated (CCND)	0.1-0.3	N/A
4021510	<b>Throttle Body Assembly Replacement (Includes Throttle/Idle learn and Diagnostic Time)</b>	Use Published Labor Operation Time	N/A
4081058*	<b>Throttle Position Sensor Cover Replacement (Includes Throttle/Idle learn and Diagnostic Time)</b>		N/A
	Allure/LaCrosse, Enclave, Regal, Equinox, Traverse, Acadia, Torrent, OUTLOOK, VUE	1.3	
	CTS, Lucerne, Malibu, H3, H3T, G6	1.1	
	Impala	1.2	
	G8	1.4	
	Montana SV6, Uplander	1.7	
	Canyon, Colorado	1.2	
	SRX 2.8L	1.4	
	SRX 3.6L	1.1	
	Captiva 3.0L	1.3	
	Captiva 3.2L	1.1	

**\*Note:** If the throttle position sensor cover replacement procedure is unsuccessful and the throttle body assembly needs to be replaced, use this labor code. Do not use labor code 4021510.

**Note:** For reimbursements on vehicles covered under warranty, refer to the Policies and Procedures Manual.

<b>Vehicles No Longer Covered Under Applicable New Vehicle Limited Warranties</b>			
<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9900243	Engine Malfunction Indicator Lamp (MIL) Active - Customer Concern Not Duplicated (CCND)	0.1-0.3	N/A
9900244	<b>Throttle Body Assembly Replacement (Includes Throttle/Idle learn and Diagnostic Time)</b>		N/A
	Allure/LaCrosse, Enclave, Regal, Equinox, Traverse, Acadia, Torrent, OUTLOOK, VUE	1.0	
	CTS, Lucerne, Malibu, H3, H3T, G6	0.8	
	Impala	0.9	
	G8	1.1	
	Montana SV6, Uplander	1.4	
	Canyon, Colorado	0.9	
	SRX 2.8L	1.1	
	SRX 3.6L	0.8	
	Captiva 3.0L	1.0	
	Captiva 3.2L	0.8	
9900245**	<b>Throttle Position Sensor Cover Replacement (Includes Throttle/Idle learn and Diagnostic Time)</b>		N/A
	Allure/LaCrosse, Enclave, Regal, Equinox, Traverse, Acadia, Torrent, OUTLOOK, VUE	1.3	
	CTS, Lucerne, Malibu, H3, H3T, G6	1.1	
	Impala	1.2	
	G8	1.4	
	Montana SV6, Uplander	1.7	
	Canyon, Colorado	1.2	
	SRX 2.8L	1.4	
	SRX 3.6L	1.1	
	Captiva 3.0L	1.3	
	Captiva 3.2L	1.1	
9900246	Customer Reimbursement Approved	0.2	*
9900247	Customer Reimbursement Denied - For US dealers only	0.1	N/A

**\*\*Note:** If the throttle position sensor cover replacement procedure is unsuccessful and the throttle body assembly needs to be replaced, use this labor code. Do not use labor code 9900244.

**Note:** To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

\* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).





October 2015

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

As the owner of a 2008 model year (MY) Saturn Outlook; 2008-2009 MY Buick Allure, Chevrolet Equinox, Chevrolet Uplander, Pontiac G8, Pontiac Montana SV6, Pontiac Torrent, or Saturn VUE; 2008-2010 MY Hummer H3 or Pontiac G6; 2008-2011 MY Cadillac CTS, Cadillac SRX, or Chevrolet Impala; 2008, 2011-2012 MY Chevrolet Captiva; 2008-2012 MY Buick Enclave, Buick Lacrosse, Chevrolet Colorado, Chevrolet Malibu, or GMC Canyon; 2009 MY Hummer H3T; 2009-2011 MY Buick Lucerne; 2009-2012 MY Chevrolet Traverse or GMC Acadia; or 2010-2012 MY Buick Regal, your satisfaction with our product is very important to us.

This letter is intended to make you aware that on some of the vehicles listed above, the throttle-position sensor may cause the engine to run rough, cause the malfunction-indicator lamp and/or an engine reduced power message to illuminate, and reduce the engine's power.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2008 model year (MY) Saturn Outlook; 2008-2009 MY Buick Allure, Chevrolet Equinox, Chevrolet Uplander, Pontiac G8, Pontiac Montana SV6, Pontiac Torrent, or Saturn VUE; 2008-2010 MY Hummer H3 or Pontiac G6; 2008-2011 MY Cadillac CTS, Cadillac SRX, or Chevrolet Impala; 2008, 2011-2012 MY Chevrolet Captiva; 2008-2012 MY Buick Enclave, Buick Lacrosse, Chevrolet Colorado, Chevrolet Malibu, or GMC Canyon; 2009 MY Hummer H3T; 2009-2011 MY Buick Lucerne; 2009-2012 MY Chevrolet Traverse or GMC Acadia; or 2010-2012 MY Buick Regal within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by October 31, 2016, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Pontiac	1-800-762-2737	1-800-833-7668
Saturn	1-800-553-6000	1-800-833-6000
Hummer	1-800-732-5493	1-800-833-6537
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

Enclosure  
14582

AGM CUSTOMER CARE AND AFTERSALES  
DCS3778  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 24, 2015

Subject: 14582 – Special Coverage Adjustment  
Throttle Body – Reduced Power Mode

Models: 2008-2009 Buick Allure  
2008-2012 Buick Enclave, Lacrosse  
2009-2011 Buick Lucerne  
2010-2012 Buick Regal  
2008-2011 Cadillac CTS, SRX  
2008-2009 Chevrolet Equinox, Uplander  
2008-2011 Chevrolet Impala  
2008, 2011-2012 Chevrolet Captiva  
2008-2012 Chevrolet Colorado, Malibu  
2009-2012 Chevrolet Traverse  
2008-2012 GMC Canyon  
2009-2012 GMC Acadia  
2008-2010 Hummer H3  
2009 Hummer H3T  
2008-2009 Pontiac G8, Montana SV6, Torrent  
2008-2010 Pontiac G6  
2008 Saturn Outlook  
2008-2009 Saturn VUE

To: All General Motors Dealers

General Motors is releasing Special Coverage Adjustment 14582 today. The total number of U.S. vehicles involved is approximately 2,973,000. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on October 12, 2015.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated September 24, 2015 through October 2, 2015.

**Campaign Initiation Detail Report (CIDR)**

The CIDR is not available for Special Coverage Adjustments.