



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-370

Date: November, 2017

INFORMATION

Subject: Information On Dolly Tow Procedure

Attention: This bulletin only applies to Front Wheel Drive (FWD) vehicles.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	Terrain	2018	2018				

Involved Region or Country	North America, Middle East
Condition	Some customers may comment that the vehicle will automatically apply the Electronic Parking Brake (EPB) when the transmission is shifted to Park after placing the vehicle onto the dolly.
Cause	This condition may be caused by the angle of the vehicle, when the front wheels are raised on the dolly.
Information	Revised instructions for towing the vehicle are required to ensure the transmission is in Neutral and the EPB is not applying when using a dolly.

Additional Information

Front-wheel-drive vehicles may be dolly towed from the front. These vehicles can also be towed by placing them on a platform trailer with all four wheels off of the ground.

Towing Procedure

To tow the vehicle from the front with the rear wheels on the ground:

Important: If the vehicle is towed without performing each of the steps listed, the rear tires could be damaged. Be sure to follow all steps of the towing procedure prior to and after towing the vehicle.

Important: If 65 mph (105 km/h) is exceeded while towing the vehicle, it could be damaged. Never exceed 105 km/h (65 mph) while towing the vehicle.

Note: When performing procedure, the engine will be required to stay running for step 1 - 8.

- Using care, load the vehicles front wheels onto the dolly.
- Shift the transmission to P (Park).
- Set the parking brake.
- Open the driver door and leave it open.
- Secure the vehicle to the dolly.
- Follow the dolly manufacturer's instructions for preparing the vehicle and dolly for towing.

- Shift the transmission to N (Neutral).
- Release the parking brake.
- Turn off the engine.
- The indicator should continue to show N.
 - If it does not, restart engine and repeat Steps 6 - 8.
 - If it does, continue with procedure.
- Release the hood.
- Lock vehicle doors, with the driver door still open.
- Exit vehicle with keys.
- Open the hood.
- Disconnect the negative (-) terminal connector from the 12-volt battery.
- Close and latch the hood.
- Close the driver door.

Destination Procedure

Once the destination is reached:

- Open the hood.
- Connect the negative (-) terminal connector to the 12-volt battery.
- Set the parking brake.
- Remove the dolly wheel basket straps.
- Start the vehicle.
- Validate vehicle operation.
- Close and latch the hood.

- 8. Release the parking brake.
- 9. Using care, remove vehicle from dolly.

Parts Information

No parts are required for this repair.

Version	1
Modified	

