



# Service Bulletin

Bulletin No.: 19-NA-243

Date: March, 2020

## TECHNICAL

**Subject: Power Door Locks, Keyless Entry, Power Windows and Power Mirror Inoperative, Power Seats, Power Telescope Steering Column Inoperative and/or Moving On it's Own, Side Object Detection Inoperative and/or Unwanted Activation, Multiple DTCs Set**

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2018	2019	SOP	07-25-2018	-	-
Cadillac	XT5	2017			02-15-2019		
Chevrolet	Equinox	2018	2018		08-21-2017		
	Traverse	2018	2019		07-25-2018		
GMC	Acadia	2017			2018		
	Terrain	2018	08-21-2017				
Holden	Equinox	2018					

<b>Involved Region or Country</b>	United States, Canada, Mexico, Europe, Uzbekistan, Russia, Middle East, Israel, Palestine, Argentina (Mercosur), Brazil (Mercosur), Chile (West), Colombia (West), Ecuador (West), Paraguay (West), Peru (West), Uruguay (West), Japan, South Korea, Australia/New Zealand, Egypt, Africa
<b>Condition</b>	<p>Some customers may comment on one or more of the following conditions:</p> <ul style="list-style-type: none"> <li>• Power door locks inoperative</li> <li>• Keyless entry inoperative</li> <li>• Power windows and power mirror inoperative</li> <li>• Power seats inoperative and/or moving on it's own</li> <li>• Power telescope steering column inoperative and/or moving on it's own</li> <li>• Side object detection inoperative and/or unwanted activation</li> </ul> <p>Technicians may find multiple DTC's set.</p>
<b>Cause</b>	This condition may be caused by water leaking through the body plug above the connectors X500 & X600 causing the connector to be corroded.

Correction



5429978



5430003

Replace the body plugs with the revised part and repair the wiring as necessary. For repairing the wiring refer to *Wire to Wire Repair in SI*.

**Note:** The Equinox/Terrain only require 2 plugs (one plug for each side above X500 and X600) while all other vehicles require 4 plugs (two plugs for each side above X500 and X600).

## Parts Information

Causal Part	Description	Part Number	Qty
X	PLUG, BODY SIDE OUTER PANEL HOLE	25883487	2 - (Equinox/ Terrain) 4 - (Enclave, XT5, Traverse, Acadia)

## Warranty Information

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

Labor Operation	Description	Labor Time
1481248*	Replacing Body Side Outer Panel Plugs	0.2 hrs.
5430902	Wire-to-Wire Repair	Use Published Labor Operation Time
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released March 24, 2019

