

Subject: Engineering Information - (for Pictures Only) - Water Intrusion at Front Door Harness Connector X500 and/or X600 Resulting in Door Locks to be Inoperative, DTCs B3125, B3130 and/or B3135 Set

Attention: Attention: Please note that this Engineering Information (EI Lite) takes on a slightly different type of format from the standard EI process. The main difference is - instead of requiring the dealer technician to call in to an Engineer to discuss the customer issue, this EI Lite is asking only to submit the description of the issue - instead of requiring the dealer technician to call in to an Engineer to discuss the customer issue, this EI Lite is asking only to submit the description of the issue and pictures using the Field Product Reporting (FPR) App (reference bulletin 02-00-89-002). Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). THIS IS NOT A RECALL — refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2021	2022	—	—	—	—
Chevrolet	Traverse						

Involved Region or Country	U.S. Dealers Only
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI Lite.</p> <p>Water intrusion at the front door harness connector X500 and/or X600 that results in the door locks to be inoperative. Please, use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding EI number PIE0696 in the Condition Field) and Submit.</p> <p>Note: Instructions to load the FPR App to your phone and other detailed instructions can be found in the latest version of Bulletin 02-00-89-002 (U.S. Dealers).</p> <p>Technicians may find one or more of the following DTCs set:</p> <ul style="list-style-type: none"> • B3125 - Driver Door Only Unlock Circuit • B3130 - All Doors Unlock Circuit • B3135 - All Doors Lock Circuit
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

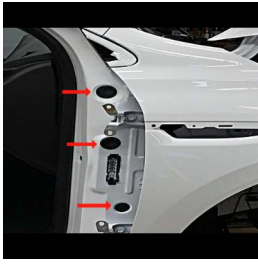
Correction

If a technician finds an issue that concerns water intrusion at connector X500 and/or X600 for the front door harness causing the door locks to be inoperative on any 2021-2022 Chevrolet Traverse/Buick Enclave models. Please, use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding EI number **PIE0696** in the Condition Field) and Submit.

Special Instructions / Other Required Information:

If evidence of water intrusion is discovered in connector X500 or X600, we need to understand where the water is coming from. (See example photos below) **PRIOR** to repair, please take up-close clear photos of the actual leak location. To avoid repeat occurrences, **DO NOT** repair the connector or replace the harness without also addressing the water source.

Suspect Points of Entry for Water Intrusion for Front Door Harness Connector X500 and/or X600:



1. A-Pillar body plugs are missing.



2. Windshield urethane is off it's location.



3. Door harness grommet are not fully seated.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2086458*	Engineering Information – Pictures of Product Issues Covered Under Warranty	0.3 Hrs

*This is a unique Labor Operation for bulletin use only.

Version	1
Modified	Released April 29, 2022