



Service Bulletin

Bulletin No.: 21-NA-183

Date: June, 2022

TECHNICAL

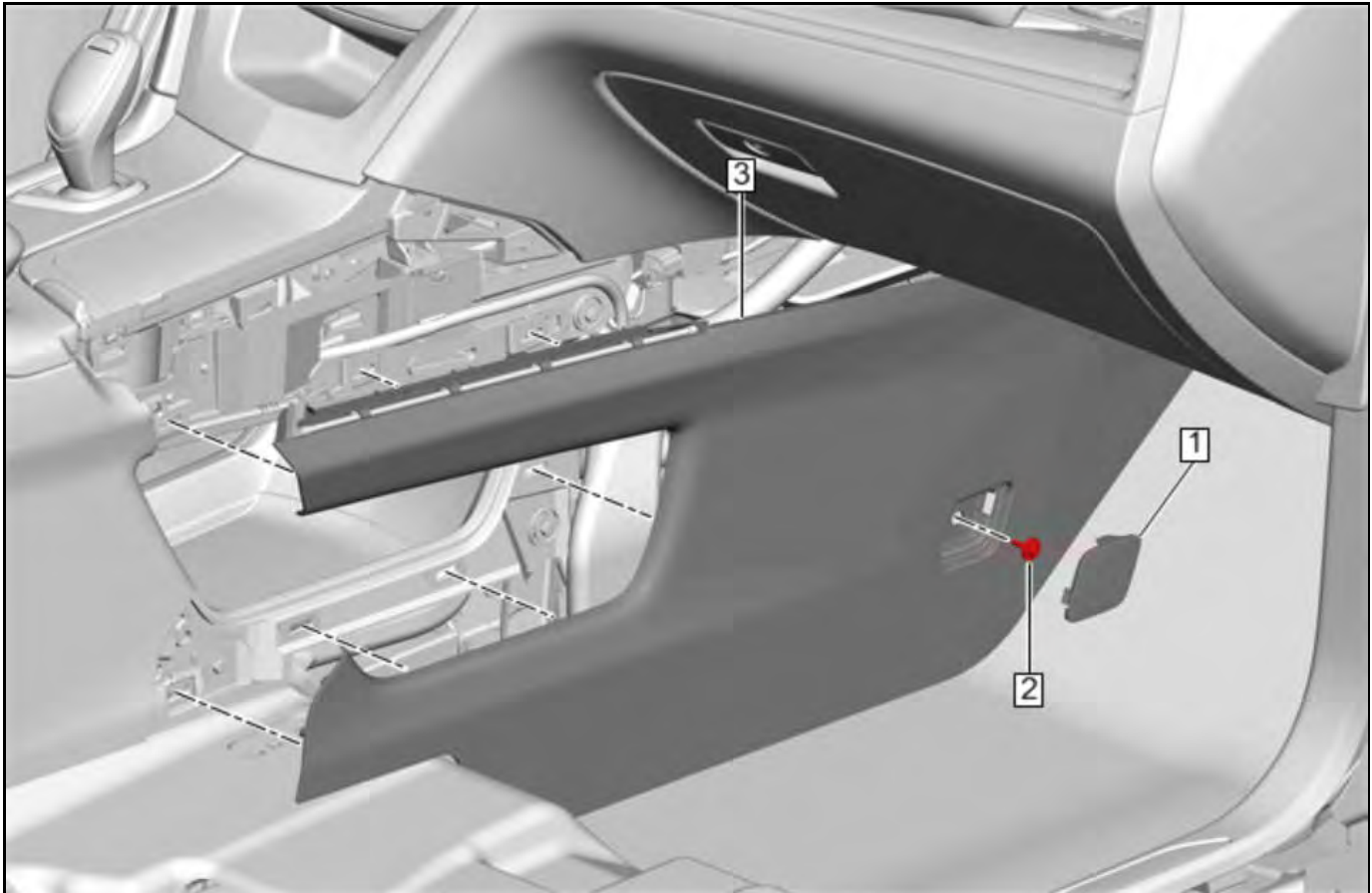
Subject: Intermittent Door Locks Inoperative, DTCs B3125, B3130, B3135, B3979, B3980, Various U Codes, IP Lamps Illuminate, Immobilizer, Unwanted Horn or Hazard Flasher Operation

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2018	2022	SOP	5GAERBKWXNJ149480	All	All
Chevrolet	Blazer	2019	2022		3GNKBKRS0NS170787		
	Traverse	2018	2022		1GNEVGKW5NJ149479		
Cadillac	XT5	2017	2022		1GEKNAR44NZ154257		
	XT6	2020	2022		1GYKPDRSXNZ154180		
GMC	Acadia	2017	2022		1GKKNPLS9NZ154682		
Holden	Acadia	2020	2020				

Involved Region or Country	United States, Canada, Mexico, Europe, Uzbekistan, Russia, Middle East, Israel, Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Peru (West), Japan, Cadillac Korea (South Korea), Other Africa, Australia/New Zealand
Condition	Some customers may comment on intermittent door locks inoperative, various U codes, IP lamps illuminate, immobilizer, unwanted horn or hazard flasher operation. Technicians may find various DTCs set: B3125, B3130, B3135, B3979, B3980.
Cause	The cause of the condition may be possible water intrusion to the Body Control Module (BCM) from the HVAC drain hose leaking at the connection to the HVAC module.
Correction	If you encounter a vehicle with inoperative door locks or IP lights that come on while driving with DTC(s) B3125, B3130, B3135, B3979 or B3980 set in the BCM, perform the Service Procedure below.

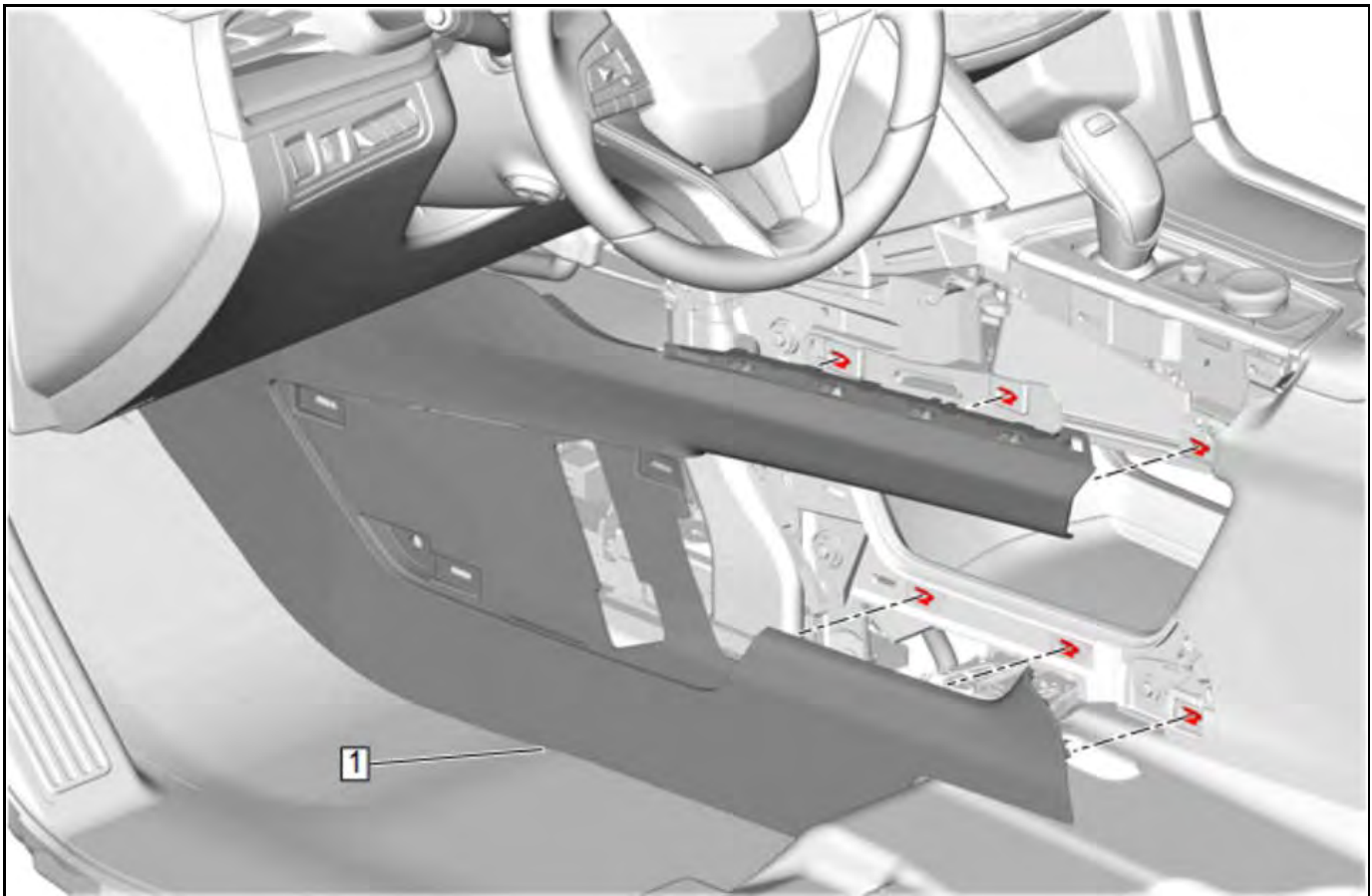
Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.



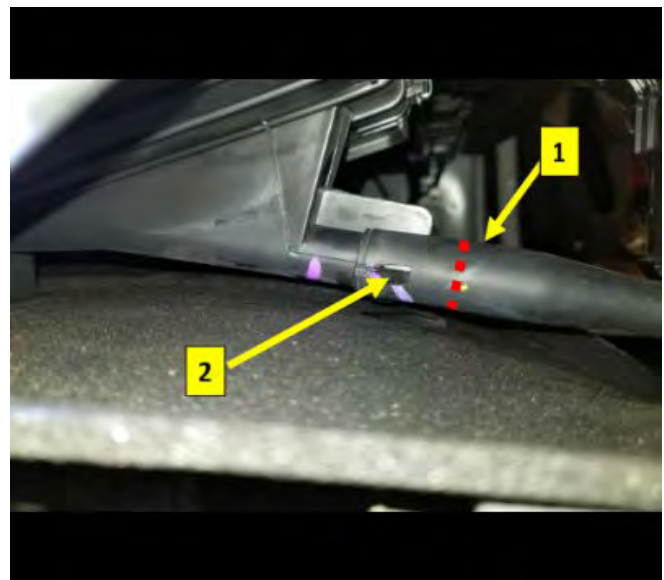
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1. Remove the right front floor console extension panel (3) and inspect for water on the HVAC drain shield, wiring or BCM connectors. Refer to *Front Floor Console Extension Panel Replacement - Right Side* in SI.



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2. If no water is observed, remove the left-side lower hush panel (if equipped) and the left front floor console extension panel (1). Refer to *Front Floor Console Extension Panel Replacement - Left Side* in SI.
3. Start the vehicle and turn A/C on Low temp with Blower at maximum speed. Allow the vehicle to run long enough to have water draining out of the drain hose and observe the hose connection to the HVAC module, on both left and right sides, for the appearance of water.
4. If water is seen, please inspect the full length of the hose for kinks.
5. If no kinks are observed, remove the hose from the HVAC module and blow through it to ensure it is clear.
6. Reinstall the hose to the HVAC module, ensuring it is clear and free of kinks.



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Note: Inspect the drain hose connection to the HVAC module. If leaking, water will be seen at the notch in the hose (2), or just above. Addition of a tie strap will prevent further leakage at this connection.

7. Install a tie strap on the drain hose, below the locking nib seen near the top of the drain hose connection to the HVAC module. Install the tie strap where the red dashed line (1) is shown in the graphic above.

BCM inspection

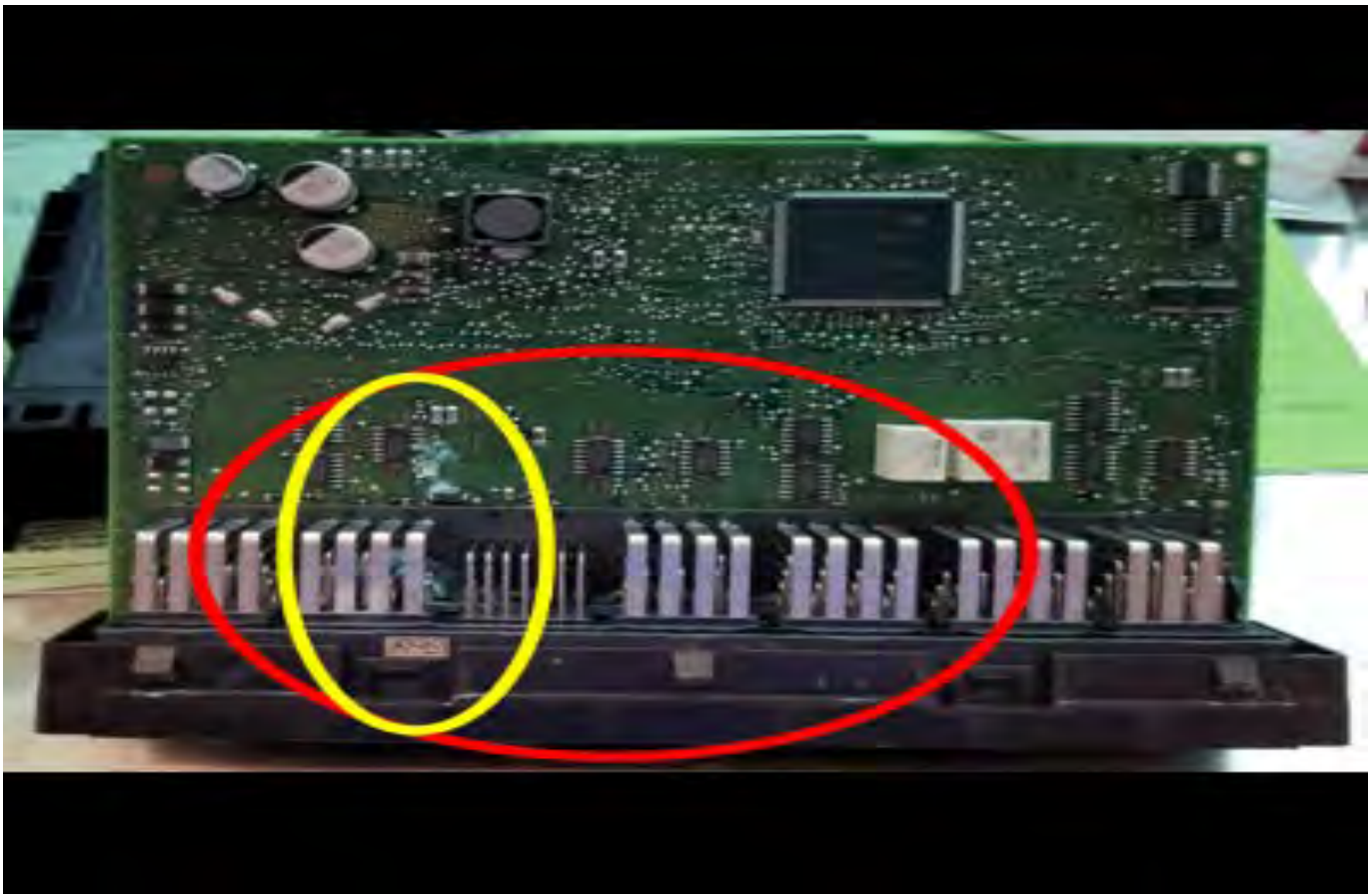
If water was noted leaking from the drain hose, inspect the BCM for any sign of corrosion on the terminals or in the connectors. It may be difficult to see, so be sure to use a good flashlight and even a magnifying lens.

Caution: In order to prevent possible electrostatic discharge damage to the BCM, DO NOT touch the connector pins on the BCM.

- The electronic components that are used in the control systems are often designed to carry very low voltage. These electronic components are susceptible to damage caused by electrostatic discharge. Less than 100 V of static electricity can cause damage to some electronic components. By comparison, it takes as much as 4,000 V for a person to even feel a static discharge.

- There are several ways for a person to become statically charged. The most common methods of charging are by friction and by induction. An example of charging by friction is a person sliding across a car seat.
- Charging by induction occurs when a person with well insulated shoes stands near a highly charged object and momentarily touches ground. Charges of the same polarity are drained off leaving the person highly charged with the opposite polarity. Static charges can cause damage, therefore, it is important to use care when handling and testing electronic components.

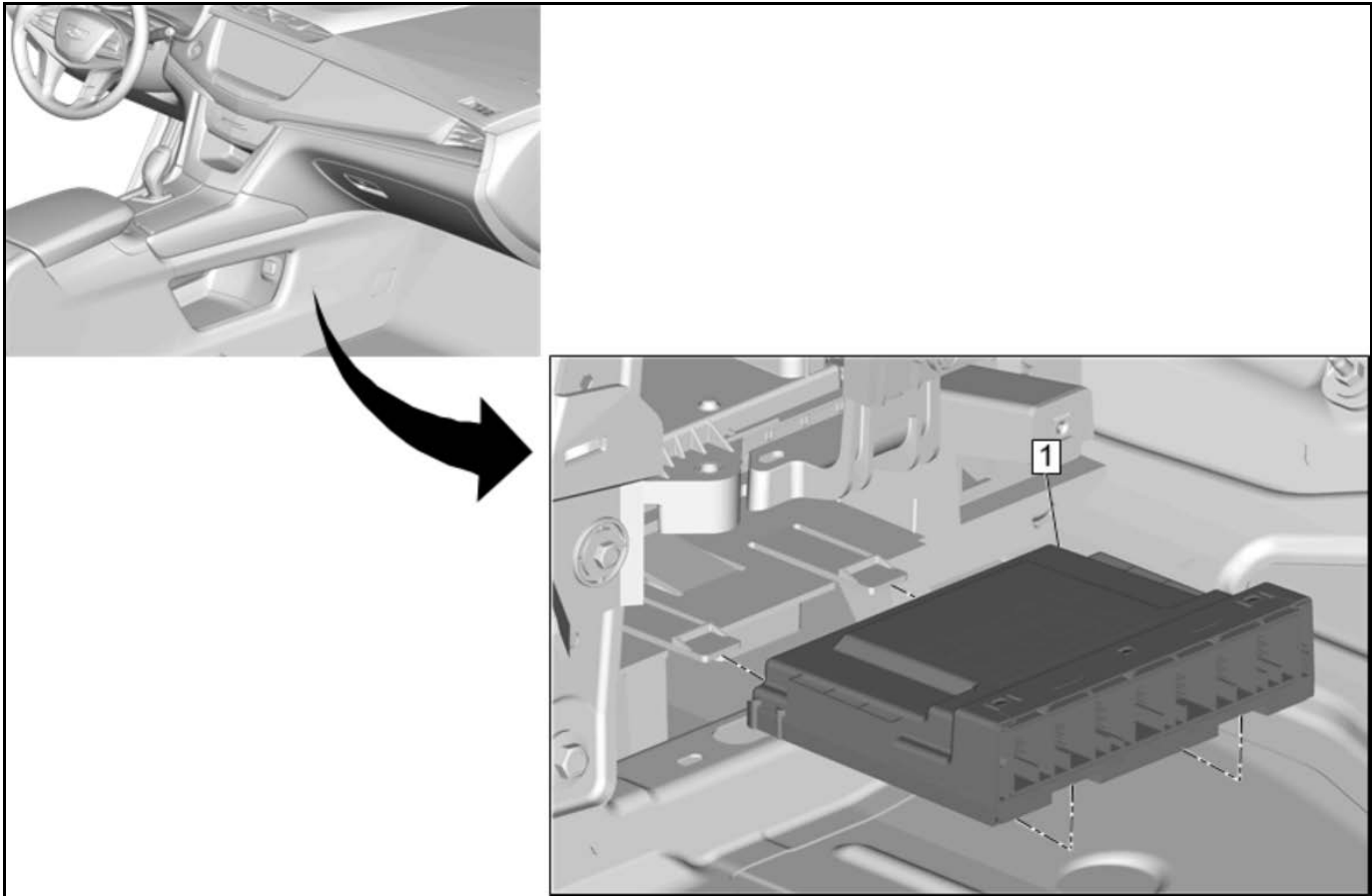
If water has been leaking from the drain hose, it has most likely entered the BCM. If you see any signs externally, you can verify the need to replace the BCM by disconnecting and removing the BCM, then opening the case. You will see internal damage similar to that shown in the graphic below.



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1. Yellow oval highlights corrosion in this BCM.
2. Red oval highlights area to inspect for corrosion.

Damage internal to the BCM



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Replace the BCM (1) as necessary and reinstall the right/left front floor console extension panels. The tie strap installed previously will prevent any further leakage from this connection. An updated bulletin will be released, should an alternate repair become available.

Parts Information

Use the VIN and refer to the GM Electronic Parts Catalog (EPC) to determine the proper part to order.

Causal Part	Description	Part Number	Qty
N/A	STRAP	11509086	1

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
4486148*	Clear HVAC Module Drain Hose and Install a Tie Strap at HVAC Module (Includes BCM Inspection)	1.1 hr — Enclave and Traverse Models
		0.8 hr — All Other Models
Add	Replace BCM Due to Water Intrusion	0.7 hr
*This is a unique Labor Operation for bulletin use only.		

Version	3
Modified	Released September 01, 2021 Revised October 21, 2021 – Added 2017 – 2019 GMC Acadia, Added 2017 – 2019 Cadillac XT5, 2022 Model Year and Buick Enclave, Chevrolet Blazer and Traverse Models, and updated the Warranty Information. Revised June 02, 2022 – Added Breakpoints to all Models Except Holden Acadia and an Important Statement to Start of Service Procedure.

