



Service Bulletin

File in Section: 00 - General Information

Bulletin No.: 13-00-89-004C

Date: October, 2013

INFORMATION

Subject: Car and Truck Fix it Right the First Time Issues

Models: 2014 and Prior GM Cars and Trucks

This bulletin has been revised to include updated information. Please discard Corporate Bulletin Number 13-00-89-004B.

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Field Product Reminder – Car Issues – Fix it Right the First Time

Model Year(s)	Vehicle Line(s) / Condition	Do This	Don't Do This	Reference Information/Bulletin
2013-2014	Sonic — Poor A/C Performance, DTC B3933	Replace EAT (Evaporation Air Temp) Sensor.	Replace AC compressor.	PI1044
2012-2013	Sonic — Odometer Displaying Dashes Instead of Miles or Kilometers	Reprogram IP Cluster w/new software.	Replace IP Cluster.	PI1054
2013	ATS — Locking Fuel Door Will Not Open or Difficult to Open	Update the BCM Software.	Replace the Fuel Door.	PI1045
2013-2014	ATS — Front Seat Lateral or Vertical Movement and/or Click Type Noise	Lube the Seat Pan and Seat Cushion Spring Hooks.	Replace the Seat Frame.	PI1070
2011-2014	CTS-V Coupe, CTS Coupe — Information on Rear Bumper Fascia and Quarter Panel Paint Appearance	Use this PI to demonstrate perception of rear fascia color variation is by design.	Paint fascia, deck lid, or quarter panels for this condition.	PI0218A
2014	CTS — 2014 Cadillac CTS New Model Features and Service Guide	Review this PI to become more familiar with the new 2014 CTS sedan.	Perform warranty repairs on items that are by design.	PI1073
2014	CTS — Information On Front Bumper Fascia To Hood And Fender Panel Paint Appearance	Use this PI to demonstrate perception of front fascia color variation is by design.	Do not paint fascia, hood or fenders for this condition.	PIC5909
2014	CTS — Information - Towing/ Transport Recommendations for Cadillac ATS and CTS to Avoid Vehicle Damage	Use tow eye provided in car and wheel strap tie-downs when towing the 2014 CTS sedan. Review this your tow companies.	Pull or tie down using J-hooks or chains under car. Vehicle damage may occur.	PI0844A

Field Product Reminder – Car Issues – Fix it Right the First Time (cont'd)

Model Year(s)	Vehicle Line(s) / Condition	Do This	Don't Do This	Reference Information/Bulletin
2013	Cruze — Hesitation at High Ambient Temperature Conditions	If the customers symptoms match this description and there are no DTCs set to aid in the diagnosis, then a programming update to the engine control module may be needed.	Program the ECM if the customer symptoms do not match the PI description. This calibration will not fix other driveability issues.	PI1052
2014	Corvette — 2014 Chevrolet Corvette Stingray New Model Features	Please read this for important information about to help answer possible customer inquiries	N/A	PI1056
2014	Corvette — Corvette Being Shipped with a Transportation Cover	Please make sure to leave the cover on the vehicle for protection during storage and offer the cover to the customer at delivery.	Throw away the transportation cover.	PI1066
2013	SRX, XTS — Unwanted Activation of Rear Heated Seats	Confirm issue and inform customer engineering is developing HVAC module software.	Replace any rear heated seat components for false activation.	PI1060
2013-2014	ATS, XTS, SRX, CTS — Engineering Information - Power Driver Seat Inoperative, Power Outside Mirror Inoperative	Please contact engineers listed in EI bulletin prior to performing any repairs for memory seat performance issues.	Replace any memory seat components without speaking with engineers.	PIE0269

Field Product Reminder – Truck Issues – Fix it Right the First Time

Model Year(s)	Vehicle Line(s) / Condition	Do This	Don't Do This	Reference Information/Bulletin
2007-2013	All Lines — Application of Anti-Corrosion Materials	Use only these approved materials and procedures for this repair.	Use paint or undercoating materials.	01-08-51-003D
2014	Sierra, Silverado — Information on Tailgate Hinge Lubrication	Ensure proper end gate lubrication during regular maintenance.	Overlook end gate lubrication during regular maintenance.	13-08-66-001
2014	Silverado, Sierra — Information on Windshield Wiper Blade Identification	Always check for correct blade location when servicing wipers.	Place blades in incorrect locations.	13-08-43-001
2013-2014	Terrain, Equinox — Malfunction Indicator Lamp (MIL) Light On, Reduced Power Mode, DTC Set, Poor Performance/Shifts	Check for the ECM wiring harness rubbing at the ECM bracket and repair the affected circuit.	Replace ECM or ECM harness.	PI1067
2014	Silverado, Sierra — Diagnostic Tips for Difficult to Resolve Tire/Wheel Vibration Concerns	For difficult to resolve vibrations, the Electronic Vibration Analyzer or MTS4100 must be used along with this information.	Proceed with any tire, wheel, or component replacement unless the frequency, order, and magnitude of the vibration is known.	13-03-10-002
2012-2014	Traverse, Enclave, Acadia — Waterleak from Headliner at A/C Outlet Vents or Dome Light Above 2nd or 3rd Row Seating Positions	Test Fixed Glass for Leak Per Bulletin.	Replace the Sunroof Module.	PI1061
2014	Acadia, Traverse, Enclave — Inaccurate Fuel Gauge Readings	Reprogram ECM.	Replace fuel sender of fuel gauge.	PI1038A
2010-2013	SRX — Auto Reversal of Front Door Windows	Reflash the BCM prior to replacing window regulator or motor.	Replace the window motor or regulator.	PI1046

Field Product Reminder – Truck Issues – Fix it Right the First Time (cont'd)

Model Year(s)	Vehicle Line(s) / Condition	Do This	Don't Do This	Reference Information/Bulletin
2010-2011	SRX — Snap or Pop Noise Heard on Initial Brake Apply from Front of Vehicle	Use chassis ears to confirm in noise is coming from front control arm rear bushing.	Replace the complete control arm assembly.	PI1047

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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