



Service Bulletin



SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment - Timing Chain Wear

MODELS: 2009 Buick Enclave
2007-2009 Cadillac CTS, SRX, STS
2009 Chevrolet Traverse
2007 GMC Acadia
2009 GMC Acadia
2007 Saturn OUTLOOK
2009 Saturn OUTLOOK
Equipped with 2.8L/3.6L Engine (LP1/LY7/LLT)

This bulletin has been revised to include additional models, add additional timing chain kits to the Part Information section, and revise the labor time for the Enclave, Traverse, Acadia, and the OUTLOOK. Please discard all copies of bulletin 11340, issued February 2012.

CONDITION

On some 2007 model year GMC Acadia; Saturn OUTLOOK; 2007-2009 model year Cadillac CTS, SRX, STS; 2009 model year Buick Enclave; Chevrolet Traverse; GMC Acadia; and Saturn OUTLOOK vehicles that are equipped with a 2.8L/3.6L V6 engine (LP1/LY7/LLT), under certain driving conditions, and with the vehicle's original oil change intervals, the timing chain could wear prematurely and cause the illumination of the Service Engine Soon light.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace the timing chain. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after February 17, 2012, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to February 17, 2012, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

Involved are **certain** 2007 model year GMC Acadia; Saturn OUTLOOK; 2007-2009 model year Cadillac CTS, SRX, STS; 2009 model year Buick Enclave; Chevrolet Traverse; GMC Acadia; and Saturn OUTLOOK vehicles that are equipped with a 2.8L/3.6L V6 engine (LP1/LY7/LLT).

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Applicable Warranties section in the Global Warranty Management system.

PART INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

Part Number	Description	Quantity/Vehicle
12650230	CHAIN PKG, TMG (2007 MY)	1
12650231	CHAIN PKG, TMG (2008 -2009 w/LY7/LP1)	1
12651450	CHAIN PKG, TMG (2008-2009 w/LLT)	1
25177917	FILTER, OIL (CTS, SRX, STS)	1
19167894	FILTER, OIL (Enclave, Acadia, Traverse, OUTLOOK)	1
11609932	BOLT, HFH, (M14X2X160) (Enclave, Acadia, Traverse, OUTLOOK)	2
11609933	BOLT, HFH, (M14X2X185) (Enclave, Acadia, Traverse, OUTLOOK)	2
12345885 - US 10953468 - CN	OIL, ENG (CTS, SRX, STS)	6
12345610 - US 00729389 - CN	OIL, ENG (Enclave, Acadia, Traverse, OUTLOOK)	6
12346290 - US 10953464 - CN	COOLANT, ENG	2
89021184 - US 89021186 - CN	FLUID, P/S	1
88861037 - US 19264717 - CN	FLUID, A/TRANS	1
12378521	SEALANT, RTV	1 (will service 2 vehicles) (Submit as Net Item)
12356150 - US 10953485 - CN	REFRIGERANT, A/C (R134A)	As Req'd (Submit as Net Item)

SERVICE PROCEDURE

1. Verify that the timing chain requires replacement. Refer to the appropriate diagnostic information in SI.
 - If the timing chain does NOT require replacement, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
 - If the timing chain requires replacement, refer to *the* appropriate timing chain replacement procedure in SI. After the timing chain has been replaced, proceed to Step 2.
2. Determine if Customer Satisfaction Program (CSP) 10287 has been performed on the vehicle.
 - If CSP 10287 has been performed, no further action is required.
 - If CSP 10287 has not been performed, reprogram the ECM following the procedure in CSP 10287 and submit a warranty transaction under CSP 10287.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time	Net Item
T5853	Diagnostic Time Only – No Repair Required	0.1-0.3	N/A
T5854	Replace Timing Chain		*
	- CTS, STS, SRX	6.9	
	- Acadia, Enclave, Traverse, OUTLOOK (FWD) (inc front wheel alignment, AC recharge, P/S refill, coolant refill)	9.7	
	- Acadia, Enclave, Traverse, OUTLOOK (AWD) (inc front wheel alignment, AC recharge, P/S refill, coolant refill)	9.9	
	Add: Diagnostic Time	0.1-0.3	
T5867	Customer Reimbursement Approved	0.2	**
T5868	Customer Reimbursement Denied - For US dealers only	0.1	N/A

* The amount identified in “Net Item” should represent the actual sum total of the current GMCC&A dealer net price for the RTV sealant and refrigerant needed to perform the required repairs, not to exceed \$9.64 USD, \$17.20 CAD, plus applicable Mark-Up or Landed Cost (for Export).

** The amount identified in “Net Item” should represent the dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).



Dear General Motors Customer:

As the owner of a 2007 model year GMC Acadia; Saturn OUTLOOK; 2007-2009 model year Cadillac CTS, SRX, STS; 2009 model year Buick Enclave; Chevrolet Traverse; GMC Acadia; or Saturn OUTLOOK, your satisfaction with our product is very important to us.

Recently, you took your vehicle to your dealer to have Customer Satisfaction Program 10287 performed. Your dealer reprogrammed the engine control module to prevent premature wear of the timing chain and the illumination of the Service Engine Soon light. Further analysis has shown that the reprogramming may not fully correct this condition for all vehicles; we, therefore, are providing you with additional protection for the timing chain.

What We Have Done: General Motors is providing owners with additional protection for the timing chain. If premature wear of the timing chain occurs on your 2007 model year GMC Acadia; Saturn OUTLOOK; 2007-2009 model year Cadillac CTS, SRX, STS; 2009 model year Buick Enclave; Chevrolet Traverse; GMC Acadia; or Saturn OUTLOOK vehicle, equipped with a 2.8L/3.6L V6 engine, within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that the Service Soon Engine light has illuminated due to timing chain wear.

What You Should Do: If you believe that your vehicle's Service Engine Soon light has illuminated due to timing chain wear, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by July 31, 2013, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
GMC	1-800-462-8782	1-888-889-2438
Saturn	1-800-553-6000	1-800-833-6000
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Jim Moloney
General Director,
Customer and Relationship Services

Enclosure
11340