



Service Bulletin

File in Section: 00 - General Information

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

Date: April, 2014

INFORMATION

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

Models: 2015 and Prior GM Passenger Cars and Trucks

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

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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	Sierra, Silverado, Impala, Corvette, CTS, SRX, XTS, ATS, Regal, LaCrosse — Blank Screen After Startup and Reverse, Rear View Camera Message On, Touch Screen Inoperable, Bluetooth® and Navigation Concerns	Reprogram HMI Module.	Replace the HMI.	PI1126B
2014	Corvette — Driver and Passenger HVAC Temperature Displays Flicker or Driver Temperature Does Not Display on Control Knob	Integrated Center Stack (ICS) Faceplate Reprogramming with SPS.	Replace the ICS.	PI1204
2006-2011	Montana SV6, Torrent, Relay, Equinox, Vue, G6, Malibu, Impala, Lucerne — Malfunction Indicator Lamp (MIL) Illuminated, Reduced Engine Power Message Displayed, DTC P2135 Set	Replace Throttle Position (TP) Sensor Cover.	Replace Throttle Body.	12-06-04-003A
2013-2014	VOLT — Program Cluster Message and/or Random Warning Messages Displaying in Driver Information Center (DIC)	Update Instrument Panel Cluster software.	Replace the Instrument Panel Cluster.	PI1065A
2014	LaCrosse — Adaptive Forward Lighting Service Message Displayed on DIC, DTC B257C or B257D Set	Reprogram the headlamp control module (HCM).	Replace parts.	PI1205

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
2012-2014	Captiva Sport — Fuel Gauge Not Reading Full After Tank Has Been Filled	Follow PI to check routing of hose.	Replace fuel level sender.	PI1192
2014-2015	XTS, ATS, CTS Sedan, Sierra, Silverado, LaCrosse, Regal — Information on Inside Rear View Mirror Loose	Replace windshield.	Reattach mirror bracket.	PI1187
2014	Impala — Sunroof Sunshade Binds and/or Will Not Retract Properly	Use an assistant when installing the new shade. Only feed a short length of the metal coil in the track on one side, then have the assistant repeat on the opposite side.	Forget to do visual inspection to ensure the metal coil is below the track.	PI1190
2014	Impala — Instrument Panel Cluster Menu Options Resets During Ignition Crank	Reprogram cluster.	Replace parts.	PI1193A
2014	Impala — Information on Steam/Vapor Coming from Front Grille or Radiator Area	Apologize for the inconvenience and inform customer GM is working on a solution.	Replace parts.	PI1203
2013	ATS — Water on Front Compartment Floor and/or Musty Odor	Check the drain, to ensure there are no water leaks into the interior and apply Cooling Coil Coating.	Replace the evaporator core.	PI1160A
2013-2014	ATS, CTS Sedan — Engineering Information - Malfunction Indicator Lamp On, DTC P2138 or P06A3 Set	Contact Engineering.	Replace Components.	PIE0291B

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
2014-2015	Sierra, Silverado — Difficult to Engage Clamp(s) When Installing Soft Roll-up Tonneau Cover	Apply a thin coating of GM SuperLube or remove 2 mm of seal from the clamp.	Force Clamps to Shut or Replace entire tonneau cover for this condition.	PI0970A
2010-2014	SRX, Terrain, Equinox — Diagnosing and Repairing Power Liftgate Operation	Check the right side gas strut for signs of wear, cracks, leaks or other damage and replace as necessary.	Replace the left side power liftgate hydraulic actuator arm or the liftgate hydraulic pump or motor assembly without proper diagnosis.	PI1186
2013-2015	Encore — Poor Keyless Entry Transmitter Range	Relocate antenna receiver module from left rear quarter panel to adjacent trim.	Replace antenna receiver module.	PI1209
2014	Sierra, Silverado — Illumination of Rings Around Volume, Menu and Temperature Knobs of Center Stack	Use the table listed to verify expected operation.	Don't compare to early marketing graphics, various build dates or models as there have been running changes.	PI1174A

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
2014	Sierra, Silverado — Exhaust Rattle, Buzz, Pop or Whistle	Follow the diagnostic aids.	Replace exhaust before noise is verified.	PI1201A
2014-2015	Tahoe, Suburban, Silverado, Sierra, Yukon XL, Yukon — Intermittent No Start, Security Lamp Illuminated, DTCs B3935 and B2955 Set	Reprogram BCM ONLY in the event of Security system codes.	Reprogram BCM for any no-start issues that do not include the B3935 or B2955 Malfunction Codes.	PI1180A

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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