



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)

Additional vehicles have been added to this Special Coverage. The service procedure has been revised to include reprogramming of the ECM, if applicable. If a vehicle is presented and the timing chain replacement is not required, dealers are to reprogram the ECM if it has not already been reprogrammed. See the service procedure for details. This reprogramming is covered under this Special Coverage. Please discard all copies of bulletin 11340B, issued July 2012.

CONDITION

On some 2007 model year GMC Acadia and Saturn OUTLOOK; 2007-2009 model year Cadillac CTS, SRX, and 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. If a customer brings their vehicle to the dealership and it is determined that the timing chain does not require replacement, dealers are to reprogram the ECM with updated software, if applicable. Refer to the Service Procedure contained in this bulletin to determine if reprogramming is required. 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 and Saturn OUTLOOK; 2007-2009 model year Cadillac CTS, SRX, and 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 |
| 89021185 - US 89021186 - CN | FLUID, P/S | 1 |
| 88861037 - US 19264717 - CN | FLUID, A/TRANS | 1 |
| 12378521 - US 88901148 - CN | 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

Note: If the timing chain is replaced, a front end alignment is not required due to the frame only being lowered and reinstalled.

1. Verify that the timing chain requires replacement. Refer to the appropriate diagnostic information in SI.
 - If the timing chain does NOT require replacement, proceed to Step 2 to determine if the ECM requires reprogramming. This special coverage will cover this ECM reprogramming. 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 the ECM was reprogrammed by searching the warranty transactions for labor code V2385 or T5900. If the ECM was reprogrammed (labor code V2385 or T5900 found), no further action is required.
 - If the ECM was NOT reprogrammed (labor code V2385 or T5900 NOT found), proceed to *Engine Control Module Programming (Cadillac Vehicles)* or *SEQ Programming Sequence ECM/TCM (Buick Enclave, Chevrolet Traverse, GMC Acadia, Saturn OUTLOOK vehicles)* below.

Engine Control Module Programming (Cadillac Vehicles)

Do not attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) or Tech 2[®] and TIS2WEB with the calibration update. When using a MDI or Tech 2[®] for reprogramming, ensure that it is updated with the latest software version. Use **TIS2WEB on or after 1/9/11** to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

For step-by-step programming instructions, please refer to SI and the Techline Information System (TIS) terminal.

1. **Capture and record Engine Oil Life information. Write down remaining oil life as a percentage.**
2. Verify that there is a battery charge of 12 to 15 volts. The battery must be able to maintain a charge during programming. Only use an approved Midtronics[®] PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or equivalent to maintain proper battery voltage during programming.
3. Reprogram the engine control module (ECM). Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.
 - 3.1 Connect the MDI or Tech 2[®] to the vehicle. If using MDI, connect to programming terminal with the cable (USB or LAN).
 - 3.2 Select J2534 MDI or J2534 Tech 2[®] and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.
 - 3.3 Select ECM Engine Control Module—Programming from the Supported Controllers screen.
 - 3.4 Follow the on-screen instructions.

4. Clear all DTCs using the Tech 2[®] or GDS.
5. **Use a scan tool to reset the Engine Oil Life Remaining back to the original percentage recorded before completing the programming event.**

Note: If a programming failure occurs, refer to Engine Control Module Recovery Steps in this bulletin.

Engine Control Module Recovery Steps

1. Disconnect the programming device.
2. Power down the control modules connected to the GMLAN bus by disconnecting the positive battery cable for 2 minutes.
3. Reconnect the positive battery cable.
4. Determine which programming device will be used to perform the recovery steps.
 - If using MDI, connect to the programming station or Notebook using a cable (LAN). Proceed to Step 5 and then Steps 6-8.
 - If using a Tech 2[®] proceed to Steps 6-8.
5. Reboot the programming station or Notebook. This is to make sure nothing is in memory.

Note: Selecting Replace and Reprogram from the Select Diagnostic Tool and Process Screen is REQUIRED because some of the calibrations may be erased from the initial attempt to reprogram the module.

6. Reprogram the engine control module. Select Replace and Reprogram from the Select Diagnostic Tool and Process Screen.
7. Follow the on-screen instructions to complete the programming event.
8. Clear all DTCs using the Tech 2[®] or GDS.

Note: Repeat Steps 1-8 above IF another programming failure occurs. If the second attempt to reprogram is unsuccessful when following the Steps 1-8 above, then contact Techline Customer Support Center.

SEQ Programming Sequence ECM/TCM (Buick Enclave, Chevrolet Traverse, GMC Acadia, Saturn Outlook)

Do not attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) or Tech 2[®] and TIS2WEB with the calibration update. When using a MDI or Tech 2[®] for reprogramming, ensure that it is updated with the latest software version. Use **TIS2WEB on or after 02/21/11** to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

For step-by-step programming instructions, please refer to SI and the Techline Information System (TIS) terminal.

1. **Capture and record Engine Oil Life information. Write down remaining oil life as a percentage.**
2. Verify that there is a battery charge of 12 to 15 volts. The battery must be able to maintain a charge during programming. Only use an approved Midtronics[®] PSC 550 Battery Maintainer

- (SPS Programming Support Tool EL-49642) or equivalent to maintain proper battery voltage during programming.
3. Reprogram the engine control module (ECM) and transmission control module (TCM). Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.
 - 3.1 Connect the MDI or Tech 2[®] to the vehicle. If using MDI, connect to programming terminal with the cable (USB or LAN).
 - 3.2 Select J2534 MDI or J2534 Tech 2[®] and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.
 - 3.3 Select SEQ Programming Sequence ECM/TCM from the Supported Controllers screen.
 - 3.4 Follow the on-screen instructions.
 4. Clear all DTCs using the Tech 2[®] or GDS.
 5. **Use a scan tool to reset the Engine Oil Life Remaining back to the original percentage recorded before completing the programming event.**

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/Reprogramming Required | 0.1-0.3 | N/A |
| T5854 | Replace Timing Chain | | * |
| | - CTS, STS, SRX | 6.9 | |
| | - Acadia, Enclave, Traverse, OUTLOOK (FWD) (inc AC recharge, P/S refill, coolant refill) | 9.0 | |
| | - Acadia, Enclave, Traverse, OUTLOOK (AWD) (inc AC recharge, P/S refill, coolant refill) | 9.2 | |
| | Add: Diagnostic Time | 0.1-0.3 | |
| | Add: Reprogram ECM (not previously reprogrammed) | 0.4 | |
| T5900 | Reprogram ECM (determined timing chain replacement not req'd) | 0.4 | |
| | 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).



(for customers who had CSP 10287 performed)

Dear General Motors Customer:

As the owner of a 2007 model year GMC Acadia or Saturn OUTLOOK; 2007-2009 model year Cadillac CTS, SRX, or 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 or Saturn OUTLOOK; 2007-2009 model year Cadillac CTS, SRX, or 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

(for customers who did not have CSP 10287 performed)

Dear General Motors Customer:

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

Your vehicle was designed and built to meet GM's high standards for quality and reliability. However, we have determined that under certain driving conditions, and with your vehicle's original oil change intervals, the timing chain could wear prematurely and cause the illumination of the Service Engine Soon Light. Timing chain wear can be affected by the age of the engine oil and driving conditions.

In April of this year, we sent you a letter informing you of a Customer Satisfaction Program to correct this condition. That program was available until October 31, 2012, and has now expired. However, 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 or Saturn OUTLOOK; 2007-2009 model year Cadillac CTS, SRX, or STS; 2009 model year Buick Enclave, Chevrolet Traverse, GMC Acadia, or Saturn OUTLOOK vehicle, equipped with a 2.8L/3.6L V6 engine, equipped with a V6 engine, within 10 years of the date your vehicle was originally placed in service or 120,000 miles, 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 GM dealer. You may want to contact your 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 and have not submitted for reimbursement, 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 November 30, 2013, unless state law specifies a longer reimbursement period.

If you have any questions or concerns that your dealer is unable to resolve, please contact 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

GM CUSTOMER CARE AND AFTERSALES
DCS2845
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 6, 2012

Subject: 11340C – Special Coverage
Timing Chain Wear
Revised Service Procedure, Additional Population Added

Models: 2007 GMC Acadia and Saturn OUTLOOK; 2007-09 Cadillac CTS, SRX, STS; 2009 Buick Enclave, Chevrolet Traverse, GMC Acadia, Saturn OUTLOOK Equipped with 2.8L/3.6L Engine (LP1/LY7/LLT)

To: All GM Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, Used Vehicle Sales Manager, and Warranty Administrator

Additional vehicles have been added to this Special Coverage. The service procedure has been revised to include reprogramming of the ECM, if applicable. If a vehicle is presented and the timing chain replacement is not required, dealers are to reprogram the ECM if it has not already been reprogrammed. See the service procedure for details. This reprogramming is covered under this Special Coverage. Please discard all copies of bulletin 11340B, issued July 2012.

Customer Letter Mailing

The customer letter mailing for the additional population will begin on November 13, 2012.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated with the new population on November 6, 2012.

Campaign Initiation Detail Report (CIDR)

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES