

2012 Duramax Diesel Exhaust Fluid System Operation



The aftertreatment system of the 6.6L Duramax diesel engine (RPO LGH, LML) features a Selective Catalyst Reduction (SCR) system and a Diesel Exhaust Fluid (DEF) injection system to reduce emissions. The SCR system reduces NOx emissions by using a reducing agent — DEF, which is an automotive-grade urea — that reacts with NOx to convert the pollutants into nitrogen, water and trace amounts of CO2.

DEF in Cold Weather

DEF is a colorless, clear solution of water and nitrogen-based urea product that has 32.5% urea by weight. DEF will freeze at temperatures below 11° C (12° F). The fluid will not be damaged by -freezing, and will remain fully usable when thawed.

The DEF tank assembly contains the DEF pump, pump heater, reservoir heater, line heater, level sensor and temperature sensor.

Several updates have been made to the DEF system for the 2012 model year. The pin heights in the level sensor have been updated to support new requirements. 2011 model year and 2012 model year tanks cannot be interchanged.. Additionally, there is a new shield along with insulation around the DEF tank.

Also new for 2012 is the supply module insulation and a stainless steel heater spacer that has been added to the reservoir assembly.

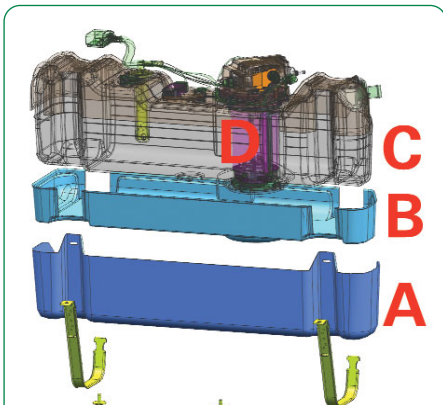


DEF tank shield and insulator

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2012 model:

- A. DEF tank shield;
- B. DEF tank shield insulator;
- C. DEF tank;
- D. Reservoir assembly with updated level sensor and heater spacer

2012 Warning Messages

The Driver Information Center (DIC) warning messages and vehicle speed-limited inducement are designed to notify and encourage customers to have their vehicle serviced for conditions that may result in higher tailpipe emissions.

Action	DIC message
0 mileage range	400 miles until 65 mph max speed
Mileage counter expires	Transition to 65 mph max speed
After ramp down is complete	75 miles until 55 mph max speed
Mileage counter expires	Transition to 55 mph max speed
After ramp down is complete; allows 3 events per key cycle	75 miles until 4 mph max speed
Mileage counter expires	Transition to 4 mph max speed
After ramp down is complete; unlimited events per key cycle	Speed limited to 4 mph

The distance remaining value for the DEF level is calculated from DEF tank mass and average consumption rate. For 2012 models, the DIC messages are the same as 2011 models until the distance remaining is 75 miles.

The transition into vehicle speed limitations is now based on the displayed countdown mileage and entry into and exit from speed limitations occur while driving. In 2011 models, the speed limitation only occurs when the vehicle is stationary and exit occurs only when vehicle speed is less than 1 mph (1 km/h).

For 2012, there are three speed limitations instead of two: 65 mph (105 km/h), 55 mph (88 km/h), and 4 mph (6 km/h) with updated speed limitations and DIC warning messages.

DEF System Conditions

TIP: 2012 model year vehicles have all the updates for the following conditions.

11001A: Product Emission – Diesel Exhaust Fluid Calibration Enhancement has been released to address the Exhaust Fluid Empty and Exhaust Fluid Range Message Will Not Reset condition. If the vehicle has a latched DIC message prior to installing the updated calibration, follow the reset procedure covered in #PIP4864K.

DTC P204F (Reductant System Performance) is set when there is a failure to build system pressure, maintain system pressure or there is an over-pressure condition. Failure to build system pressure is linked with the tamper mode, which will eventually limit the speed of the vehicle if the condi-

tion is not corrected.

DTC P204F may set when operating in extremely cold temperatures where the DEF may freeze in a vehicle that has not had the 11001A: Product Emission – Diesel Exhaust Fluid Calibration Enhancement completed, is using an aftermarket winter cover, or is using a winter cover and a snow plow. A Service Exhaust Fluid System message may be displayed on the DIC. The latest versions of #PIP4864K and #PIP4866A may help explain or address these conditions; otherwise, follow the appropriate Service Information diagnostics.

When DEF is frozen, the Discrete Level Sensors (DLS) cannot detect that DEF is present. This will cause the vehicle to go into a frozen tank status at temperatures less than -9° C (15° F)

Entry into frozen tank status is based on tank temperature evaluation. (Additional information is available in Bulletin #10-06-04-013A).

The condition is corrected by thawing the DEF tank during normal operation or by adding liquid DEF. There are three methods to exit frozen tank status.

- Engine off for four hours with a DEF tank temperature greater than -8° C.
- The following conditions are met for a total integrated time of at least four hours: DEF tank temperature greater than -8° C, ambient temperature is greater than -7° C, and vehicle speed is greater than 10 km/h (6 mph).
- Use the Tech 2 scan tool to reset the reductant fluid tank level. DEF tank temperature must be greater than -9° C.

☺ Thanks to B.J. Lackey

GM/ASE Master Automobile Technician of the Year

The National Institute for Automotive Service Excellence (ASE) recently announced the top scorers on the ASE Certification Tests from both OEM and aftermarket segments. 40 individual technician recognition honors were awarded in the Auto, Truck, Collision and Parts categories.

The GM/ASE Master Automobile Technician of the Year was awarded to Jeffrey Heinz, an automotive technician at Hendrick Auto Mall in Cary, N.C.

A 25-year automotive service veteran, Heinz has worked at Hendrick Auto Mall for 11 years and has earned the Hendrick Engine Builder Award four times.

Heinz enjoys the constant changes taking place in the automotive field, but says that it provides a challenge to technicians to keep up with the latest service training and technology.

"There is always a need to learn. ASE Certification recognizes

efforts made in keeping up with automotive technology," he says.

The ASE Technician Awards have been awarded for more than 25 years to the top scorers in the ASE test categories. In addition to looking for top scores on ASE tests, award sponsors examine on-the-job excellence, community service, and other factors when selecting honorees.

☺ Thanks to Mike Durkin



**GM/ASE Master Automobile Technician of the Year
Jeffrey Heinz**

DTC P2610 Set in Duramax Diesels – Suspect Power Loss

On most engine applications, DTC P2610 (control module ignition off timer performance) can only set due to an internal Engine Control Module (ECM) fault. However, due to a difference in internal circuit design, the ECM in 2010-2012 6.6L Duramax diesel applications (RPOs LGH, LML) — 2010-2012 Express and Savana and 2011-2012 Silverado and Sierra — DTC P2610 also can set if power to the module is lost.

This can be the result of:

- Disconnecting ECM connector X1
- Disconnecting the battery
- A dead or drained charging system

The Malfunction Indicator Lamp (MIL) or Service Engine Soon (SES) light does not illuminate until one of the following scenarios takes place:

- 1) DTC P2610 is active for two drive cycles
- 2) DTC P2610 is active for one drive cycle and a second key cycle interrupts the after run.

The ECM should not be replaced if DTC P2610 is set until all other DTCs are addressed and cleared. This DTC does not necessarily mean the ECM has experienced an internal failure.

If DTC P2610 remains as the only active code, follow the diagnostic information in Service Information (SI) document #2441958. This document clearly states the diagnostic steps required to properly clear this code. If the code is not properly cleared, it can lead to the incorrect replacement of the ECM.

After completing the instructions outlined in SI document #2441958, if DTC P2610 still remains as the only active code, review #PI0597. The PI explains that an updated calibration for the after run interrupt condition (scenario #2) is available for 2011-2012 applications. Verify that the vehicle has the latest available calibration file and update if necessary. #PI0597 also can help in identifying the cause of DTC P2610 as either a hardware issue that requires ECM replacement or as a wiring /electrical issue requiring further diagnosis and repair.

🙏 Thanks to Scott McLane

Rear Camera Guideline Operation



On the 2011-2012 Volt, the guidelines for the rear camera display are only available with navigation radio RPO UFV. No other radios will support this feature.

If the guidelines are not visible, verify the RPO of the radio. If the vehicle is equipped with RPO UFV, verify the guidelines are turned on by using the radio controls. Press the CONFIG button, and then select Display, and then Guidelines. If a check mark is present, the guidelines are turned on.

🙏 Thanks to Ryan Dorland



Navigation Map SD Card

The navigation radio (RPO UEW) available on the 2012 Cruze, Equinox and Terrain uses a Secure Digital (SD) card that is installed in the center console port. This is the first GM radio to use an SD card.

TIP: Advise owners to not remove the SD card or modify any information as this could affect radio operation.

The SD card is not designed for use in any other device. The SD slot is only used for the navigation map SD card. Other SD cards will not work in this slot.

The SD slot cannot be used to view photos on a digital camera SD card. This navigation radio is equipped with a photo viewer function, but it can be used only with USB

devices. Refer owners to the navigation system owner manual supplement for photo viewer information.

🙏 Thanks to Ryan Dorland

Repair or Replace Carbon Fiber Parts

Carbon Fiber Reinforced Composite (CFRC) is composed of thread-like strands of pure carbon that are extremely strong in tension. The carbon is bound in an epoxy resin by heat, vacuum, or pressure to form a strong, lightweight composite. Used on high-performance vehicles like the Corvette ZR1 and Z06 models, the weight savings from using carbon fiber helps to further increase the power-to-weight ratio.

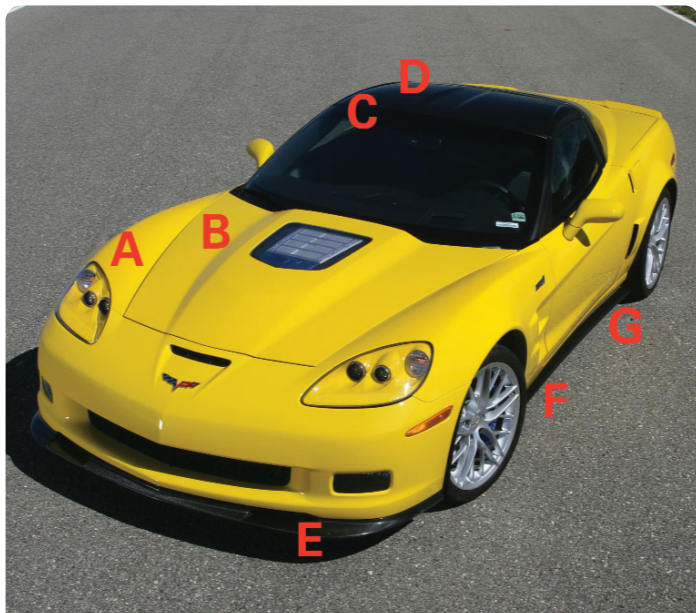
The Corvette first used a carbon fiber hood on the 2004 Z06. The carbon fiber hood offered a 56% weight savings over the traditional Sheet-Molded Compound (SMC) hood.



Carbon Fiber Components

Carbon fiber components on the Corvette ZR1 include the front fenders, hood, roof panel, roof bow, front fascia splitter, rocker moldings and floor panels.

The optional Carbon Fiber Package (RPO CFZ) on the Corvette Z06 includes a black painted carbon fiber front splitter, rocker moldings and roof, and a non-carbon fiber body-colored full-width ZR1-type rear spoiler.



Corvette ZR1 carbon fiber components include:
A. fenders, B. hood, C. roof panel, D. roof bow,
E. splitter, F. rocker moldings, G. floor panels

All of the exterior exposed weave carbon fiber panels (ZR1 roof, roof bow, splitter and rocker moldings) have a clear coat to protect them against ultraviolet light (UV) fading and degradation. If the clear coat protection is scratched, or rubbed away, the panel beneath is no longer protected. When unprotected carbon fiber is exposed to UV rays, the color will lighten significantly and cause it to appear white or bleached.

Keep in mind that even though the carbon fiber looks smooth and glossy, there are small micro depressions where the clear coat has sunk to fill the space in the fiber weave. When waxing or polishing the carbon fiber panels, a black wax or polish is recommended. If a polish or wax dries to a white or light colored haze, the residue

may fill the small depressions, leaving small white dots that will be difficult to remove. This is especially true on the underside of the hood since it is not subjected to UV light and is not clear coated so the tiny pores in the fiber are open. Any residual wax in this surface must be removed with a wax or polish remover.

On the ZR1 and Z06 with the optional carbon fiber package, the carbon fiber front splitter and rocker moldings are shipped inside the car. When the car arrives at the dealership, be sure to verify that all equipment is present. The carbon fiber parts are very expensive and can be a target for thieves. Missing parts cannot be claimed under warranty.

The instructions for installing the rocker extensions and the front splitter are included with the parts in every car. Follow the directions exactly. Any deviation from the instructions may result in damage to the carbon fiber components, which would be extremely costly for the dealership.

If the splitter or rocker moldings contact a low curb or the road surface traveling up or down an incline (or an alignment rack or hydraulic lift in the service department), it may cause an abrasion or break in the structure.

TIP: Carbon fiber can have rough or sharp edges. Use caution when handling the splitter and the rocker extensions as well as when washing the car after the carbon fiber parts have been installed.

Review Bulletin #08-00-89-030B for information about the service and installation of the components and the cautions that must be observed to prevent damage on the Z06 and ZR1.

Repair vs. Replace

In some applications, carbon fiber can be repaired or refinished. Painted carbon fiber parts, such as fenders or hoods, can be repaired similar to SMC panels, provided that the damage does not extend to an edge.

Exposed weave carbon fiber parts that are not painted can't be repaired. Any attempt to repair or repaint the exposed carbon fiber part will result in unacceptable visual defects. If it is determined that the part must be replaced, replacement parts will come with the clear coat applied. This clear coat is formulated specifically for the Corvette to provide the same amount of UV resistance as the original part. No other clear coat can be used on these parts.

If the replaced part is painted (hood, fender, splitter), it will have a prime coat, which will need to be top coated before being installed on the vehicle.

🙏 Thanks to Brad Thacher

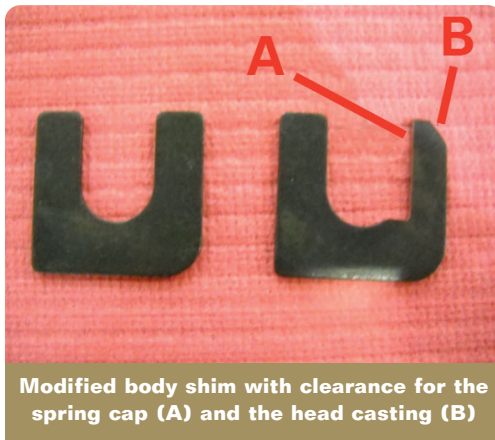
Single Cylinder Valve Component Diagnostics

If diagnosing a single cylinder's valve for a possible misfire, valve noise, sticking valve, weak valve spring, leaking valve oil seal, or other valve-related condition, the camshaft and related timing chain components normally would need to be removed.

The following procedure for the 2.8L, 2.9L, 3.5L, 3.7L, and 4.2L inline engines (RPOs LK5, LLV, L52, LLR, LL8) on 2004 Bravada; 2004-2007 Rainier; 2004-2009 Envoy; 2004-2012 Colorado and Canyon; 2005-2009 TrailBlazer; and 2006-2010 H3 will allow access to the valves on one cylinder to remove the valve keeper without removing the camshafts from the head.

TIP: This information is only for conditions that affect one cylinder. If more than one cylinder needs to be accessed, follow the procedures in the appropriate Service Information.

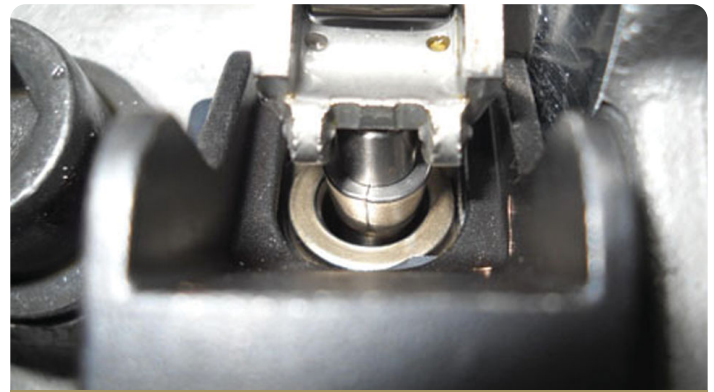
Before beginning the procedure, modify a standard body shim with a standard body file to fit around the valve cap (two shims are required because the standard Kent-Moore valve spring compressor tool doesn't compress the spring far enough). The modified body shim will have clearance for the spring cap and the head casting.



1. Remove the cam cover.
2. Place two modified body shims on the valve spring cap for the valve position to be repaired. The engine must be rotated until the cam lobe is pointing up away from the valve so there is enough clearance for the procedure.

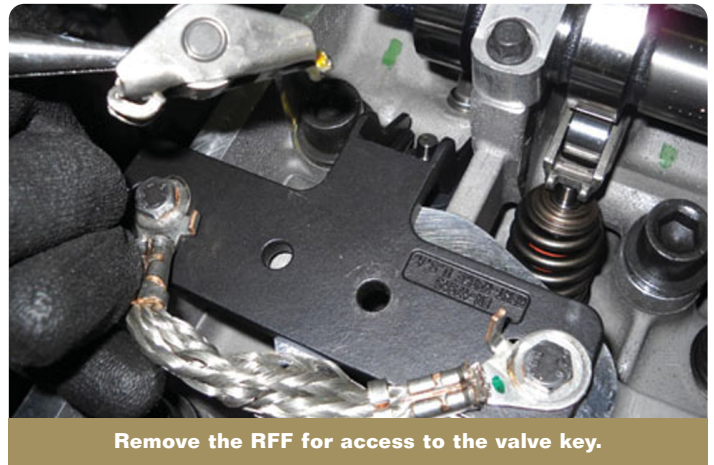


3. Place the valve spring compressor tool on top of the shims. Tighten the two bolts to compress the valve spring. It helps to put some washers under the bolts for the valve spring compressor tool.
4. The valve spring will be in the compressed position with the valve spring compressor tool. Compressed air is not required. There is enough friction from the valve stem seal to hold the valve in place.



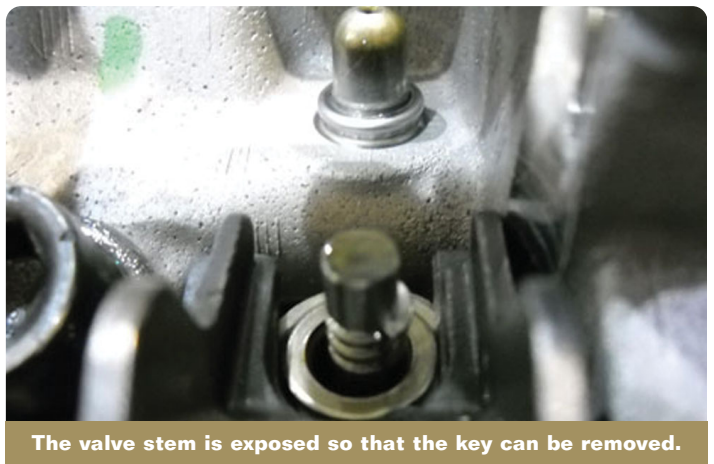
Compressed valve spring

5. Remove the Roller Finger Follower (RFF) by pulling straight out with a pair of needle nose pliers.
6. The RFF is removed so that there is enough clearance and access to the valve key.



Remove the RFF for access to the valve key.

7. With the valve spring compressed, the valve stem is exposed so that the key can be removed or replaced.



The valve stem is exposed so that the key can be removed.

8. Push the valve stem all the way down into the spring cap to seat the keys and provide enough clearance to re-install the RFF.

🙏 Thanks to Alan Salisbury

No Charge Condition

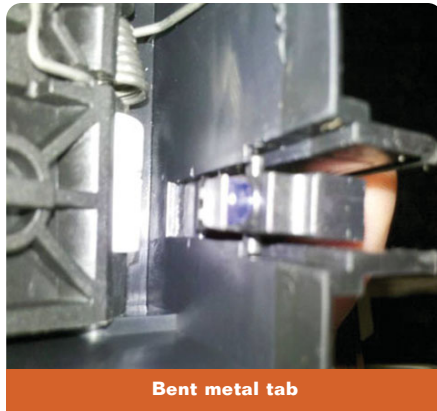
If a 2011-2012 Volt will not charge and the Check Engine lamp is illuminated, check for DTCs P0D58 (Proximity Detection Circuit Low Voltage) and P0CD2 (Charge Port Door Unlock Control Performance).

If these conditions are present, check the operation of the charge port door ajar open/closed switch. Verify proper charge port door operation and diagnose any charge port door DTC prior to diagnosing DTC P0D58 or P0D59.

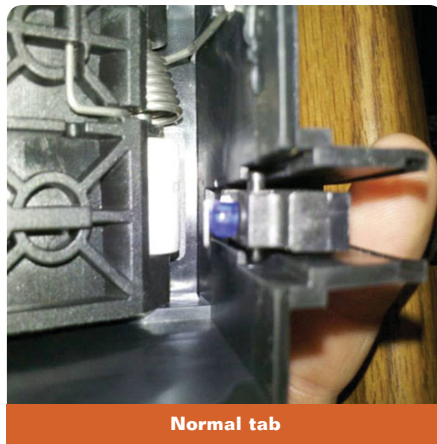
The charge port door ajar open/closed switch parameter can be seen in the Hybrid Powertrain Control Module 2 under Charge Port Door. If the charge port door reads closed when the charge port door is actually open, the vehicle will not charge and DTC P0D58 will set.

If the charge port door is always reading closed, remove the charge port assembly and inspect the charge port door open switch. If the metal tab is distorted and constantly depressing the switch, replace the charge port housing assembly.

🙏 Thanks to Paul Radzwilowicz



Bent metal tab



Normal tab

Electronic Power Steering Programming and Setup Information

When performing the programming or setup of a new Electronic Power Steering Control Module (PSCM) on the 2011-2012 Cruze, Volt, and Regal and the 2010-2012 Equinox, Terrain and LaCrosse, there may be some confusion regarding the calibration/part number in TIS2Web.

The PSCM is part of the power steering assist motor assembly and referred to as the Powerpack or Motor Kit in the Electronic Parts Catalog (EPC).

TIP: There are two different part number Powerpacks for 2011 Cruze, VIN break before B7214620.

When replacing only the PSCM, capture the data from the old Powerpack before installing the new Powerpack. Refer to Power Steering Control Module Programming and Setup (Electronic Power Steering) in the appropriate Service Information for instructions.

TIS2WEB will list only one calibration if the correct part number Powerpack is installed. If TIS2Web lists more than one calibration, the incorrect part number Powerpack has been installed.

TIP: If an incorrect calibration is installed in a new Powerpack, DTC C0545 (Steering Wheel Torque Sensor Malfunction) will set in the PSCM and cannot be cleared. If this occurs, the complete PSCM and steering gear will need to be replaced.

Verify the correct part number. If necessary, request that your parts department contact Partech (U.S. contact TRACS) at 1-800-433-6961 (Canada TRACS: 1-866-275-5832) for assistance to confirm the correct part number.

🙏 Thanks to Christopher Crumb

Rattle Noises from Door Glass, Parking Brake Cable

Two rattle noises may be noticed on some 2012 Impalas coming from the side door glass or the parking brake cable.

Door Glass

A rattle may be noticed when closing a front door with the window down. Also, the side window glass may rattle in the glass run channel.

The rattle noise may be caused by high clearance or by the window going down too far. A significant improvement can be made by inserting a thick felt pad with adhesive

backing inside the glass run channel at the rear of the front doors just below the sill. The felt pad should be about 20mm x 20mm.

To install the felt pad, pull out a section of door frame seal. The pad should be placed in the channel where the upper corner of the glass rests when it is in the lowest position. There may be a witness mark where the glass contacts the run channel. Roll up the window one inch and pull the glass away to apply the felt pad in the run channel below the sill.

Parking Brake Cable


A rattle from the rear of the vehicle while driving at low speeds over small bumps may be caused by the left and right retaining clips holding the midsections of the parking brake cables to the car. The noise may sound like a loose spare tire or suspension component.

The rattle can be repaired by preloading the cables using the Parking Brake Adjustment Procedure in the appropriate Service Information.


🙏 Thanks to Dave Eplin

GM TechLink is a monthly magazine for all GM retail technicians and service consultants providing timely information to help increase knowledge about GM products and improve the performance of the service department.

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Power Window Reversal during Express-up Operation

On some 2010-2012 Camaro models, the left or right door window motor may reverse when closing the power window using the express-up feature. This intermittent condition is more likely to occur at low vehicle mileage or after window motor/regulator or weatherstrip replacement.

Do not replace the window regulator or window motor for this condition.


Adjust the window glass following the adjustment procedure found in the appropriate Service Information. If the glass is too tight to the weatherstrip, it can bind the motor to the point where it's determined to be an obstruction, which reverses the window motor direction.

 Thanks to Jeremy Richardson

Sonic DTC P2096

DTC P2096 (Post Catalyst Fuel Trim System Low Limit) may set in the Engine Control Module (ECM) on some 2012 Sonic models equipped with the 1.8L 4-cylinder engine (RPO LUW). The Service Engine Soon lamp may be illuminated.

Perform the diagnosis for DTC P2096 as outlined in the appropriate Service Information. If no trouble is found, reprogram the ECM with the latest calibration update. A calibration has been released to prevent false setting of this DTC. The updated calibration applies only to the described condition. Follow the appropriate Service Information if other conditions are present.

 Thanks to John Kopec

Rear Speaker Buzz Noise

One of the rear speakers on some 2012 Impala models may have a buzz or crackle noise. This condition may be found most often on the right rear speaker of the 6-speaker configuration (RPO UW6).

Prior to replacing the speaker or making any other repairs, inspect the speaker with the abnormal noise for a foreign plastic object on top of the speaker cone. A small piece of dark-colored plastic about 1/4-inch in diameter may be laying on top of the speaker cone. This piece of plastic was inadvertently left on the top of the speaker during the manufacturing process.

TIP: This piece of plastic can be discarded. The speaker should not be replaced.

After removing the piece of plastic, retest the operation of the speaker to verify the noise is gone.

 Thanks to Dave Eplin

Sunroof Track Timing/Synchronization Procedure

A pop, rattle or creaking noise from the sunroof may be heard when opening and/or closing the sunroof or while driving when the sunroof is closed on some 2007-2012 Acadia; 2007-2010 OUTLOOK; 2008-2012 Enclave; and 2009-2012 Traverse models.

If the noise is heard when opening and/or closing the sunroof, perform the Sunroof Track Timing/Synchronization procedure in the appropriate Service Information (SI).

If the noise is heard with the sunroof closed, replace the glass seal and then perform the Sunroof Track Timing/Synchronization procedure.

 Thanks to James Miller



Car Issues – Fix It Right the First Time

Model Year(s)	Vehicle Line(s)/Condition	Do This	Don't Do This	Reference Information/Bulletin
2012	Sonic – DTC B1325 set in radio after remote start	If the code is stored in history, clear the code	Replace the radio	PI0555
2012	Sonic – Traction Off light On or StabiliTrak Off light On, DTC B2745 or B252C set	If the codes are in history, clear the codes	Replace the EBCM module	PI0563
2012	Sonic – Decklid latch is slow to release or does not come up	Lubricate the latch	Replace the decklid latch	PI0566
2011	LaCrosse, Regal – Check Engine light On, DTC P2635 and/or P069E stored in FPCM	In the event of FPCM P2635, reprogram using SPS	Replace the FPCM or other component(s) prior to reprogramming	PI0551
2011	Regal – Water or wet carpet found in floorwell	Use this publication to address water leaks or wet carpet	Overlook known causes for waterleak	PI0544
2011-2012	Cruze, Sonic, Volt – Diagnosing DTC P0171	Check for loose engine oil fill cap	Replace cap	PI0552
2010-2012	Camaro, Cruze, Equinox, LaCrosse, Regal, Sonic, Terrain, Volt – CD/DVD will not eject from instrument panel-mounted player	Verify CD/DVD slot is not obstructed	Replace the radio for CD/DVD eject concerns without ensuring the slot is clear	PI0124B
2010-2012	Acadia, Avalanche, Camaro, Cruze, CTS, DTS, Enclave, Equinox, Escalade, Express, HHR, Impala, LaCrosse, Lucerne, Malibu, Regal, Savana, Sierra, Silverado, SRX, Suburban, Tahoe, Terrain, Traverse, Volt, Yukon – Inadvertent horn, light, remote start, lock/unlock activation or charging schedule change	Contact Technical Assistance	Replace the VCIM until verification that it isn't due to OnStar Remote Link mobile app source	PI0568
2010-2012	All Vehicles – Information on COAX repair kit availability	Utilize the coax repair kits to avoid long part delays	Order an entire wiring harness when the concern is only with the coax	PI0572
2010-2012	All Vehicles – Tire radial force variation	Replace the affected tire only	Replace sets of tires	00-03-10-006G
2010-2012	All Vehicles – Information on tire/wheel characteristics	Drive the vehicle before measuring RFV	Replace tires with temporary flat-spotting	03-03-10-007F
2010-2012	All Vehicles – Hydraulic power steering system leak	Repair the leak	Replace components	07-02-32-002K
2010-2012	LaCrosse, SRX – Noise heard at low speeds from rear of vehicle	Replace seal(s).	Replace axle assembly or differential assembly	PI0561
2007-2010	Acadia, Aura, Camaro, CTS, CTS Sport Wagon, Enclave, Equinox, G6, LaCrosse, Malibu, Outlook, SRX, STS, Torrent, Traverse – Check Engine light, DTCs P0011, P0014, P0021, P0024, P0341, P0346, P0366 or P0391 set	New thrust shim for Delphi 4 bolt camshaft phaser	Replace cylinder head	08-06-01-011I
2010-2012	Acadia, Cobalt, CTS, Enclave, Equinox, HHR, Impala, Outlook, Terrain, Traverse – PPS may command passenger airbag indicator/seat belt reminder on when electronic devices are placed on front passenger seat	Remove electronic items and clear codes	Replace PPS	08-09-41-007F
2011-2012	Acadia, CTS, Enclave, Equinox, LaCrosse, Malibu, Regal, SRX, Terrain, Traverse, Volt – Seat belt webbing/latch plate becomes twisted	Untwist webbing	Replace seatbelt retractor	PI0388A
2011	Camaro – Convertible top cloth spots or damage between 1 and 2 bow	Update the flipper door bracket	Replace the flipper door bracket or the top link assemblies	11-08-67-001
2011-2012	Cruze – Slow response of outside air temperature display	Review bulletin with customer	Replace instrument cluster or outside air temp sensor	PI0233A
2011-2012	Cruze – Side door inside handle does not sit flush	Replace inside handle stop bumpers	Replace inside door handle	PI0560
2011-2012	Regal – Rear power windows inoperative from driver's or rear switch	Check data circuit causing intermittent window operation	Replace the window switch or regulator before confirming data circuit	PI0554
2008-2009	CTS – Front seat(s) lateral seat clunk	Install felt washer absorbers at the two outer ends of the front riser tube assembly	Replace the entire seat bottom frame, adjuster or track assembly	09-08-50-004A
2004-2011	SRX, STS – Vibration at idle in Drive but not in Reverse	Diagnose the front axle shaft	Do not replace other parts without first checking the front axle shaft	PI0548
2009-2010	HHR – SIR/Airbag indicator light On, DTC B0019 or B0020 set	Use new seal connector	Install old connector	PI0117A



Truck Issues – Fix It Right the First Time

Model Year(s)	Vehicle Line(s)/Condition	Do This	Don't Do This	Reference Information/Bulletin
2010-2012	Suburban, Yukon – Exhaust drone, noise, or vibration at 63 mph in 6th gear at 1700-1900 engine rpm and speed between 63-66 mph	Install exhaust dampener	Replace exhaust system components or powertrain mounts	PI0434A
2011	Equinox, Terrain – Headliner loose	Follow the revised repair procedure for headliner magnet assemblies on vehicles built after July 18, 2010	Replace the headliner	PI0541
2010-2012	Equinox, Terrain – Noise from front of vehicle while driving over road irregularities	Clean any dirt or debris off of the strut piston, install strut shield assembly and lubricate the upper strut piston	Replace the front strut assembly	PI0553
2011-2012	Sierra, Silverado – Rattle from back of cab while driving over sharp bumps	Add foam insulation tape to the isolator	Replace any seat frame parts	PI0570
2008-2010	Sierra, Silverado – Check Engine light On, fuel tank hard to fill	Use new vent valve and relocated filter box	Replace fuel tank, filler neck or other fuel system components	02-06-04-0371
2010	SRX – Noise from front of vehicle suspension while driving over rough road surfaces	Listen for a noise that may sound like a weak strut	Review service history to confirm new strut mounts were installed before installing new struts	PI0540
2011	SRX – Service parking brake system message displayed in DIC or park brake inoperative	Replace both parking brake cables	Replace one side of the parking brake cable	PI0542
2009-2012	Express, Savana – Front side door latch/lock available for service	Replace front side door latch/lock	Replace front side door window module assembly	PI0585
2010-2011	Avalanche, Sierra, Silverado, Suburban, Tahoe, Yukon, Yukon Denali, Yukon XL, Yukon XL Denali – Excessive cabin moisture/reduced window clearing	Reprogram HVAC control module with updated calibration	Replace HVAC actuators or the control module	11-01-38-001B
2010-2011	Equinox, Terrain – Engine no crank/no start due to discharged battery/parasitic current draw	Pull the instrument panel HVAC fuse. If the battery draw is reduced or eliminated, reprogram the HVAC module with the new service calibration	Replace the BCM or HVAC module	PI0575
2008-2010	Avalanche, Denali, Denali XL, Escalade, Escalade ESV, Escalade EXT, H2, Saab 9-7X, Savana, Sierra, Silverado, Suburban, Tahoe, Yukon, Yukon Denali, Yukon XL, Yukon XL Denali – MIL illuminated, reduced engine power message displayed, DTC P2135 set	Replace the throttle body cover and download the service calibration	Replace the throttle body assembly	11-06-04-007
2006-2008	Corvette, Escalade, Escalade ESV, Escalade EXT, G8, H2, Sierra, Silverado, STS, Suburban, XLR, XLR-V, Yukon, Yukon Denali, Yukon XL, Yukon XL Denali – Slips in Reverse, delayed Reverse engagement, DTC P0776, harsh 2-3 shifts	Air check / inspect 1-2-3-4 / 3-5-R housing for a possible cracked weld	Replace the transmission	PI0536A
2011	Sierra, Silverado – Drive belt chirp noise from engine compartment.	Check for the correct pulley hub height and replace if incorrect	Replace only the drive belt	PI0594
2011	Avalanche, Escalade, Escalade ESV, Escalade EXT, Sierra, Silverado, Suburban, Tahoe, Yukon, Yukon XL – Whine noise, varies with engine speed.	Use a stethoscope to diagnose the noise to the affected component	Replace power steering pump for whine complaint unless the whine originates at the power steering pump AND can be corrected by replacing the pump	PI0534
2010-2012	Acadia, Enclave, Outlook, Traverse – Noise from wheel when driving at low speeds	Retorque wheels	Replace wheels until after verifying that re-torque has no effect	PI0559

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10211.12D Emerging Issues | December 8, 2011

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