



Service Bulletin

SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
OnStar Microphone Quality
Expires with Base Warranty

MODELS: 2016 Buick Enclave
2016 Chevrolet Traverse
2016 GMC Acadia

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to relocate a wire circuit within the OnStar connector on **certain** 2016 model year Buick Enclave, Chevrolet Traverse, and GMC Acadia vehicles. These vehicles lack a ground in the microphone return path, which results in the voice recognition becoming inoperable when the vehicle is in retained accessory (RAP) or accessory power mode. In addition, the hands-free voice quality can be degraded. The OnStar functions are not impacted by this condition.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory can be found in GlobalConnect, under Departments, Service, Field Action Inventory Reports (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

No parts are required for this update.

SERVICE PROCEDURE

1. Open the liftgate.



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2. Remove the stowage compartment door.



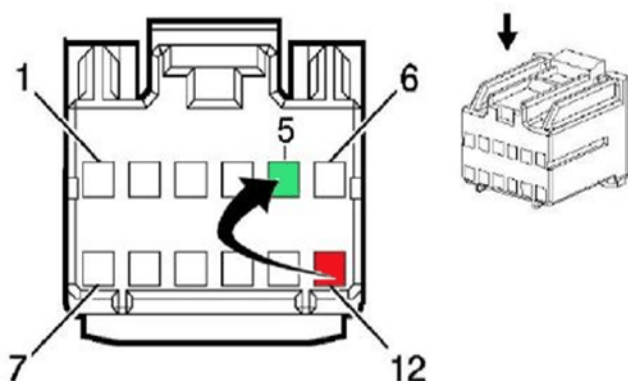
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3. Disconnect the telematics communication interface control module X2 connector.



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4. Route the connector harness down through the opening of the panel.
5. Release the terminal position assurance clip (TPA).



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6. Move circuit 5152 wire in X2 connector from cavity 12 to correct ground cavity 5 using Terminal Removal Tool J-38125-559 from the J-38125 Terminal Repair Kit.
7. Install the terminal position assurance clip (TPA).
8. Route the X2 connector harness back through the opening of the panel and connect to the telematics communication interface control module.
9. Install the stowage compartment door.
10. Close the liftgate.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9101878	Back out Pin from Connector and Reseat	0.3

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES
DCS3836
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 5, 2015

Subject: 15663 – Service Update Bulletin
OnStar Microphone Quality
Expires with Base Warranty

Models: 2016 Buick Enclave
2016 Chevrolet Traverse
2016 GMC Acadia

To: All Buick, Chevrolet, and GMC Dealers

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

General Motors is releasing Service Update Bulletin 15663 today. The total number of U.S. vehicles involved is approximately 43,693. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated November 11, 2015. A list of involved vehicles in dealer inventory is attached to this message.

GM CUSTOMER CARE AND AFTERSALES