



Service Bulletin

TECHNICAL

Subject: Floor Wet Under Carpet/Engine Continues to Run with Key Off/Possible No Crank/No Start/Communication Loss/Various Electrical Concerns (Seal Seam)

Models: 2008-2016 Buick Enclave
2009-2016 Chevrolet Traverse
2007-2016 GMC Acadia
2007-2010 Saturn OUTLOOK

Attention: This Bulletin also applies to any of the above models that may be Export vehicles.

This Bulletin has been revised to add the 2013-2016 Model Years and a Note under the Cause. Please discard Corporate Bulletin Number 08-08-57-003D.

Condition

Some customers may comment on any, or a combination of, the following conditions:

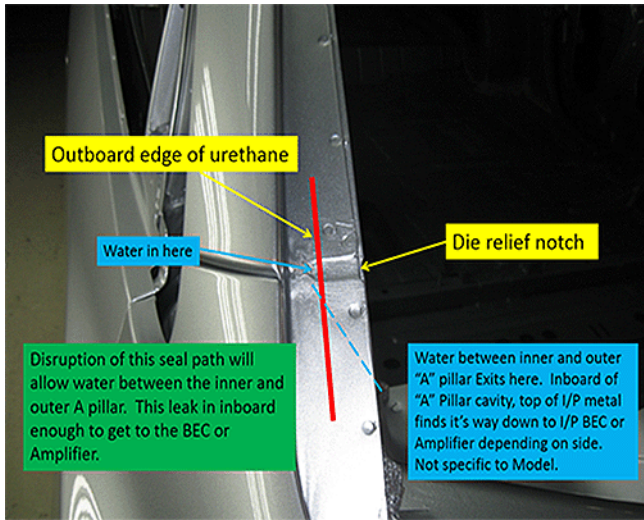
- Evidence of a water leak at the right side A-pillar and/or the right front floor is wet under the carpet.
- Various electrical concerns such as: Engine Continues to Run with Key Off/Possible No Crank/No Start/Communication Loss/Various Electrical Concerns, which may be a result of a water leak on the IP BEC.
- Other electrical related conditions that may be communication issues between certain electrical modules due to water dripping on the IP BEC.

Cause

For Model Years 2007-2016

Note: If this condition appears suddenly, it might be related to a windshield replacement where the sealing of the glass to the body might be the cause of this concern.

- Inspect the right side A-pillar/windshield area and water test for any leaks.



- Inspect the front drain hoses to ensure that they are free of clogs or kinks, and that water is properly flowing through the hoses.
- Inspect the IP BEC for wetness and/or any green colored corrosion.

For Model Years 2007-2008



Water from the right front sunroof drain hose exits the vehicle through the plenum (upper arrow) and may re-enter through the un-sealed seam at the front of the dash. Refer to lower arrow in the illustration.

In more current models years, sunroof drain hose and windshield related issues have sometimes been found to be a source of a water leak in the A-pillar area. This water can also sometimes leak on the IP BEC and/or onto the floor area.

Correction

For Model Years 2007-2008

Important: Inspect the front drain hoses to ensure that they are free of clogs or kinks, and that water is properly flowing through the hoses.

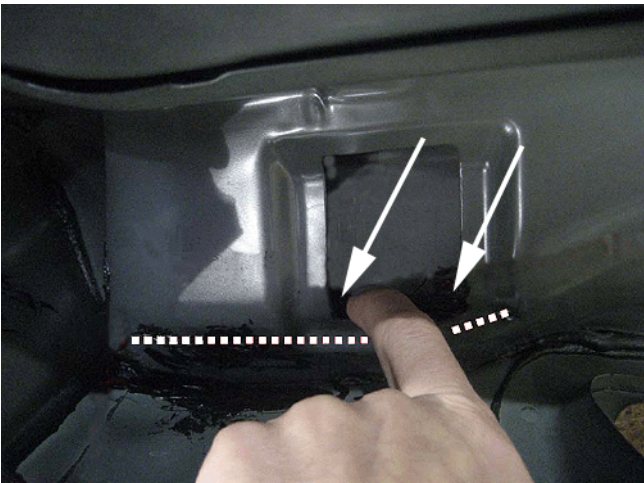


1. Remove the windshield wipers and cowl screen where sealing repair is to be done.

Important: Inspect the IP BEC for wetness and/or any green colored corrosion.

Important: During water testing, do not point the nozzle/hose upward on the cowl area as this is likely to force water entry where a leak may not even be existent.

2. In order to verify the waterleak, run a small amount of water into the square hole inside the cowl while looking at the IP BEC.
3. Allow the water to dry and proceed to step 4.



4. Seal the seam INSIDE the opening at the bottom and to the right and left of the arrows in the illustration. Seal the full length of the dotted line. Seal the seam with P/N 12378500 (in Canada, use 10952233) Medium Body Seam Sealing Compound or equivalent.

Parts Information

Part Number	Description
12378500 (in Canada, use P/N 10952233)	Medium Body Seam Sealing Compound

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the appropriate following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
0560052	Plenum Panel Resealing	Use Published Labor

0560072	Windshield Resealing	Use Published Labor Operation Time
6040922	Sunroof Drain Inspection and Cleaning	

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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