

2018 GENERAL INFORMATION

Preface - Traverse

INTRODUCTION

DANGER

WARNING:

In order to reduce the risk of death, personal injury and/or property damage, carefully observe the instructions that follow:

- When performing work in the engine compartment or under the vehicle, ensure that the hood is fully open, or opened to its secondary latch. When the hood is opened to the secondary latch, the vehicle will disable the remote start features from the key fob and OnStar mobile app. Failure to open the hood, or open the hood to the secondary latch while doing a repair in the engine compartment or under the vehicle can result in inadvertent vehicle starting which could result in personal injury or damage to a vehicle.
- The service information of General Motors are intended for use by professional, qualified technicians.
- Attempting repairs or service without the appropriate training, tools, and equipment could cause death or injury to you or others.
- This could also damage the vehicle, or cause the vehicle to operate improperly.
- Proper vehicle service and repair are important to the safety of the service technician and to the safe, reliable operation of all motor vehicles.
- If you need to replace a part, use the same part number or an equivalent part. Do not use a replacement part of lesser quality.
- The service procedures we recommend and describe in this service information are effective methods of performing service and repair.
- Procedures may include navigational link references to other service procedures. It is important to understand all necessary precautions within these procedures before starting a procedure.
- Some of the procedures require the use of tools that are designed for specific purposes.
 - These tools, especially lifting equipment and devices, should be inspected for damage, defects, wear, defective welds, deformation and increase in length.
 - If the lifting equipment and devices fail the inspection, do NOT use.
- Any person who intends to use a replacement part, a service procedure, or a tool that is not recommended by General Motors, must first establish that there is no jeopardy to personal safety or the safe operation of the vehicle.
- This service information contains various "Dangers", "Warnings" and "Cautions" that you must observe carefully in order to reduce the risk of personal injury during service or repair.
- These "Dangers", "Warnings" and "Cautions" are not exhaustive.
- Improper service or repair may damage the vehicle or render the vehicle unsafe.

- General Motors can not possibly warn of all the potentially hazardous consequences of your failure to follow these instructions.
- This service information covers service procedures to vehicles that are equipped with a Supplemental Inflatable Restraint.
 - Refer to the "Warnings" in Dangers, Warnings and Cautions in Supplemental Inflatable Restraint.
 - Refer to Supplemental Inflatable Restraint component and wiring location views in Supplemental Inflatable Restraint before performing a service on or around Supplemental Inflatable Restraint components or wiring.
 - Failure to follow these "Dangers", "Warnings" and "Cautions" could cause air bag deployment, personal injury, or otherwise unnecessary Supplemental Inflatable Restraint repairs.
 - In order to help avoid accidental air bag deployment and personal injury, whenever you service a vehicle that requires repair of the Supplemental Inflatable Restraint and another vehicle system, we recommend that you first repair the Supplemental Inflatable Restraint, then go on to the other system.
- Always perform the High Voltage Disabling procedure prior to servicing any High Voltage component or connection. Personal Protection Equipment (PPE) and proper procedures must be followed.
 - The High Voltage Disabling procedure includes the following steps:
 - Identify how to disable high voltage.
 - Identify how to test for the presence of high voltage.
 - Identify condition under which high voltage is always present and personal protection equipment (PPE) and proper procedures must be followed.
- Before working on any high voltage system, be sure to wear the following Personal Protection Equipment:
 - Safety glasses with appropriate side shields when within 15 meters (50 feet) of the vehicle, either indoors or outdoors.
 - Certified and up-to-date Class "0" Insulation gloves rated at 1000V with leather protectors.
 - Visually and functionally inspect the gloves before use.
 - Wear the Insulation gloves with leather protectors at all times when working with the high voltage battery assembly, whether the system is energized or not.
- Failure to follow the procedures may result in serious injury or death.

TITLE PAGE

2018 Traverse Service Manual

This service information provides information on the diagnosis, the service procedures, the adjustments, and the specifications.

The technicians who understand the material in this service information and in the appropriate Dealer Service Bulletins better serve the vehicle owners.

When this service information refers to a brand name, a part number, or a specific tool, you may use an equivalent product in place of the recommended item. All information, illustrations, and specifications in this service information are based on the latest product information available at the time of

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ERROR AND SUGGESTION REPORTING

If you find an error in GM Service information, or if you have a suggestion about GM service information, we want to hear from you.

When calling, be prepared with the following information:

- Your name
- The name of your dealership
- The phone number of your dealership
- The model year and the vehicle line
- The publication part number, if present
- The vehicle identification number of the vehicle on which you are working
- The service category and page numbers
- Any applicable electronic information element identification numbers
- A descriptive explanation of your concern

The GM service information phone personnel will respond to your concerns in the following ways:

- By delivering your concern to the author of the information
- By eliciting a response from the author
- By supplying you with an answer to your concerns

For paper service information users: The GM service information phone personnel will also explain how to send in examples or marked-up pages.

For Electronic service information users: Be prepared to provide any applicable identification numbers pertaining to the electronic information in question.

The GM service information comment telephone numbers do not provide technical assistance. For technical assistance, contact your regular technical assistance source.

United States and Canada General Motors Dealer Employees

Please call the following number with your comments: 1-800-828-6860.

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Please call the following number with your comments: 248-365-2590.

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United States and Canadian Vehicle Owner/Operator

Vehicle owners or operators are encouraged to address their comments and concerns to the applicable Customer Assistance Center. The phone number and address of the Customer Assistance Center are in the Owner's Manual.

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