

Product Safety Recall

N202313440 Transmission Accumulator Bolts Missing



Release Date: October 2020

Revision: 01

Revision Description: This bulletin has been revised to include the remedy repair procedure and the customer letter. Please discard all previous copies of bulletin N202313440.

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Enclave	2019	2020		Global Front Wheel Drive Transmission (6 or 9 Speed)
	Encore	2019	2019		
	Encore GX	2020	2020		
	LaCrosse	2018	2019		
Cadillac	XT4	2019	2020		
	XT6	2020	2020		
Chevrolet	Blazer	2019	2020		
	Cruze	2018	2019		
	Equinox	2018	2020		
	Malibu	2018	2018		
	Tracker	2018	2019		
	Traverse	2018	2020		
GMC	Acadia	2019	2020		
	Terrain	2018	2020		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in the affected vehicles identified above. These vehicles are equipped with a start-stop accumulator that may have missing bolts. Missing bolts on the start-stop accumulator endcap could result in a transmission oil leak and may progress to a loss of propulsion, which could increase the risk of a crash. A transmission oil leak in the presence of an ignition source may increase the risk of fire.
Correction	Dealers will inspect the start-stop transmission accumulator and replace it if any bolts are missing.

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Parts

Quantity	Part Name	Part No.
6 Speed Transmissions		
1	Transmission Fluid Accumulator Pipe Seal	24282812
5	Bolt	11515758
1	Transmission Fluid Accumulator Pipe	24293150
1	Transmission Fluid	88865601 US 19367328 CA All Other Countries: Obtain locally in compliance with GM Spec GMW16444 and Material Specification 9986153.
9 Speed Transmissions		
3	Bolt	11515758
1	Transmission Fluid	88865601 US 19367328 CA All Other Countries: Obtain locally in compliance with GM Spec GMW16444 and Material Specification 9986153.

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which start-stop transmission accumulator to order.

It is estimated that only 11 involved vehicles will require start-stop transmission accumulator replacement. Please order parts accordingly.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104970	Vehicle Passes Inspection – No Further Action Required	0.3		
9105479	Transmission Auxiliary Fluid Accumulator Replacement (Includes Inspection) LaCrosse Encore Encore GX Malibu Cruze Tracker XT4 Blazer Equinox Equinox RPO M3T only Terrain Acadia/Traverse/Enclave/XT6	0.4 0.8 0.9 1.2 1.2 0.8 2.2 1.2 3.0 0.6 4.2 1.2	ZFAT	N/A

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Service Procedure

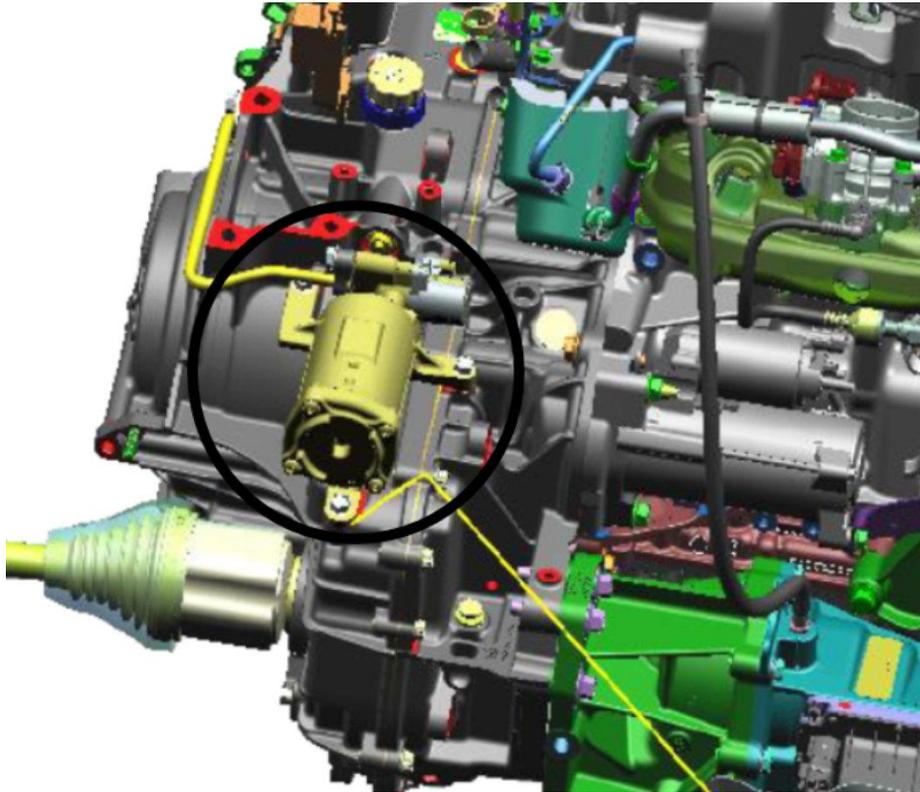


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Note: The purpose of this service procedure is to inspect for the presence of missing bolts in the Transmission Auxiliary Fluid Accumulator Cover, an example of which is shown above.

Equinox (LYH Engine Only)

1. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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2. Looking straight up around the rear of the transmission, identify the transmission auxiliary fluid accumulator.

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3. Visually inspect for the presence of the three bolts shown above.
4. Using your hand, feel for the presence of the bottom right bolt in the cover.
 - If NONE of the four cover bolts are missing, no further action is required.
 - If ANY of the four cover bolts are missing, replace the Transmission Auxiliary Fluid Accumulator. Refer to *Auxiliary Fluid Accumulator Replacement* in SI.
5. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

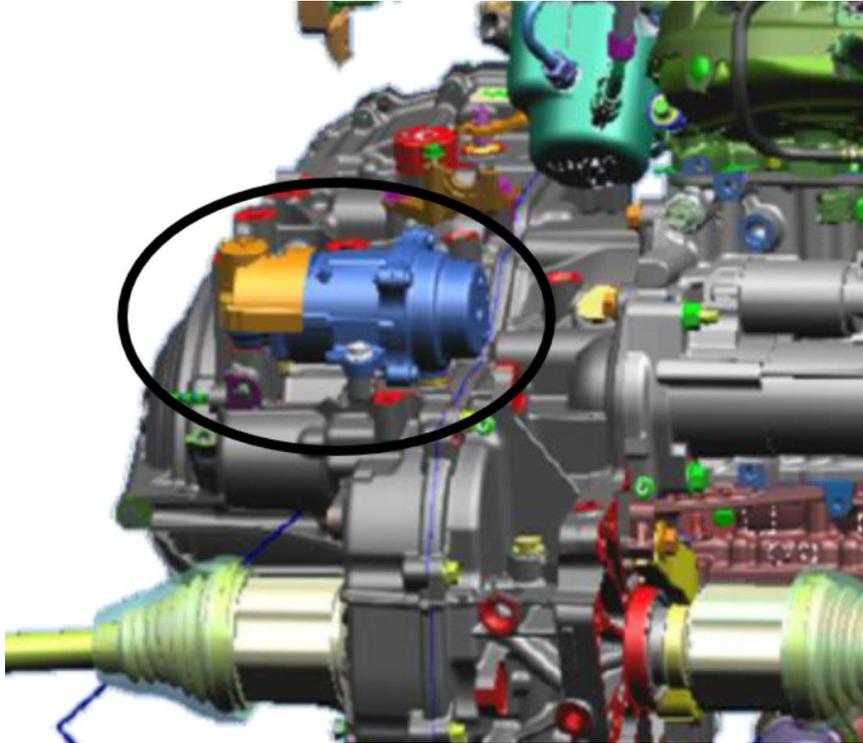
Equinox (LTG), Terrain, Traverse, Enclave, Acadia, Blazer, XT4, XT6, LaCrosse, Tracker, Encore, Encore GX, Cruze, Malibu

Note: Depending on your vehicle or engine/transmission/drive configuration, what you see may differ slightly from the below pictures. However, the inspection procedure itself is the same.

1. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

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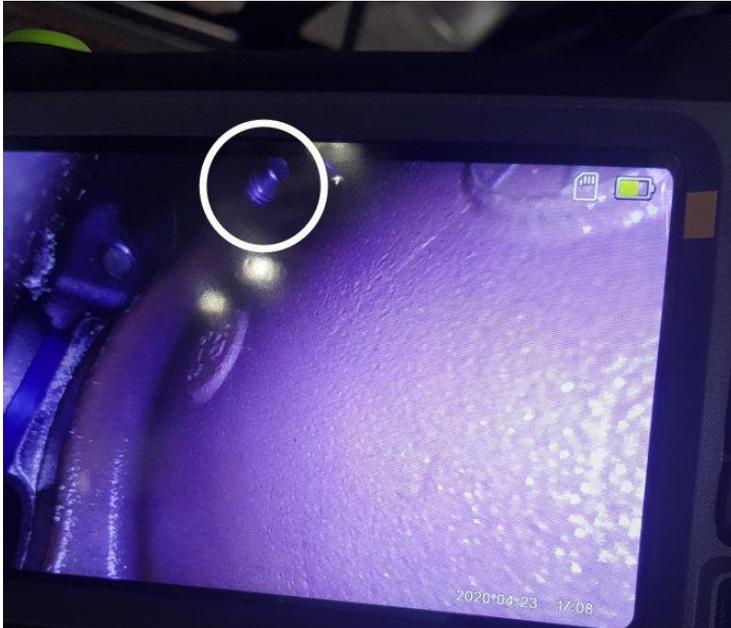
2. Looking up above the driver's side wheel drive shaft, locate the transmission auxiliary fluid accumulator.



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3. Visually verify the first bolt (circled above) is installed. You will be looking for the threads protruding from the transmission fluid accumulator housing for these vehicles to verify the bolt is installed.
4. Using a borescope, visually verify the next three bolts are installed.

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5. Top left.



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6. Bottom left.

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7. Bottom right.
 - If NONE of the four cover bolts are missing, no further action is required.
 - If ANY of the four cover bolts are missing, replace the Transmission Auxiliary Fluid Accumulator. Refer to *Auxiliary Fluid Accumulator Replacement* in SI.
8. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this

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bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



IMPORTANT SAFETY RECALL

December 2020

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2019-2020 model year Buick Enclave, Encore & Encore GX, 2018-2019 model year LaCrosse, 2019-2020 model year Cadillac XT4, 2020 model year XT6, 2019-2020 Chevrolet Blazer, 2018-2019 Cruze, 2018-2020 Equinox, 2018 Malibu, 2018-2019 Tracker, 2018-2020 Traverse, 2019-2020 GMC Acadia, and 2018-2020 Terrain vehicles equipped with Global Front Wheel Drive Transmission (6 or 9 Speed). As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N202313440.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may be equipped with a start-stop accumulator that may have missing bolts. Missing bolts on the start-stop accumulator endcap could result in a transmission oil leak and may progress to a loss of propulsion, which could increase the risk of a crash. A transmission oil leak in the presence of an ignition source may increase the risk of fire.

What will we do?

Your GM dealer will inspect the start-stop transmission accumulator and replace it if any bolts are missing. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 4 hours.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have 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)
Buick	1-866-608-8080	1-800-832-8425
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 20V668.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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Maryann L. Combs
Vice President
Global Vehicle Safety

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