



Preliminary Information

PIP5574E 2019 Chevrolet Cruze Malibu VT40 Automatic Transmission Exchange

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Cruze	2019	All	All	All	MRG
Chevrolet	Malibu	2019	All	All	All	MRG

Involved Region or Country	North America
Condition	The 2019 VT40 Transmission part number 24293948 is on exchange through GM PQC as part of our ongoing quality improvement efforts to assist Engineering with product concern identification effective on 08/10/18. Your cooperation with this program is greatly appreciated.
Cause	Dealers cannot order the above part number for stocking inventory at this time.

If your diagnosis has led to replacement of the transmission assembly please contact the Product Quality Center (PQC) by opening a case via Dealer Case Management (DCM) From the DCM home page, click on "New PQC Case" found on the Technical Assistance tab.

Then, in Global Connect click on the Support/Chat tab, TAC-PQC Tab, PQC -Parts Restrictions Templates to Download the appropriate PQC -Parts Restrictions Template and save a copy to your computer, You can attach a copy of the template to your PQC Case.

The 2019 Chevrolet Cruze Malibu VT40 Automatic Transmission Exchange questions found below, are contained in the Global Connect PQC -Parts Restriction template.

Note: Replacement transmissions will require 5-6 quarts of GM CVT transmission fluid P/N 19355873 (19355874 in Canada) and this is the only fluid that can be used in the VT40 transmission.

Note: (Do Not clear any DTCs prior to contacting the PQC).

If your diagnosis has led to replacement of the restricted 2019 Truck (NQH and NP0) Transfer Case, please contact the Product Quality Center (PQC) by opening a case via Dealer Case Management (DCM) From the DCM home page, click on "New PQC Case" found on the Technical Assistance tab.

Then, in Global Connect click on the Support/Chat tab, TAC-PQC Tab, PQC -Parts Restrictions Templates to Download the appropriate PQC -Parts Restrictions Template and save a copy to your computer, You can attach a copy of the template to your PQC Case.

The 2019 Truck (NQH and NP0) Transfer Case Exchange questions below are contained in the Global Connect PQC -Parts Restriction template.

Caller's First & Last Name/Position:

Technician's Name/Direct Phone:

Times In/Days Down:

Parts Manager's Phone and Fax Number:

Dealership's Correct Address:

Has the vehicle been modified with non-production accessories?

What was the customer's concern?

When does the concern occur. (only note the applicable)

Ambient temp during the concern?

When hot (above 85 F / 29 C)?

When cold (below 10 F / -12 C)?

Broadcast Code:

Failed Transmission Serial Number:

List any current DTCs:

List any stored DTCs:

Note: (Do Not clear any DTCs prior to reviewing with engineering).

Are there any leaks? (Y/N)

If Yes, What type of leak?

When does the leak occur?

Where is the leak located?

Were there any previous repairs related to this concern? (Y/N)

If Yes, Please describe:

Was fluid level correct during diagnosis? (Y/N)

What is the condition of the trans fluid (normal/burnt)? (Y/N)

Is there any metal or coolant mixed with the trans fluid? (Y/N)

Parts Information

Description	Part Number	QTY
Transmission Assembly	24293948	1
GM CVT Transmission Fluid 1 Quart Bottle.	19355873 (19355874 in Canada)	6

Additional SI Keywords

CVT, VT40

Version History

Version	6
Modified	08/09/2018 - Created 09/10/2018 - Changed the transmission model to VT40. 10/30/2018 - Removed transmission P/N 24293948. Added fluid part number

and quantity.

11/09/2018 - Added transmission P/N 24293948.

01/08/2019 - Removed transmission P/N 24289734.

06/26/2019 - Updated to include Dealer Case Management process information



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