

# Product Safety Recall

## N202313440 Transmission Accumulator Bolts Missing (Inspection Only)



**Release Date:** October 2020

**Revision:** 00

**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.

**Parts are not available at this time, but when they become available, this bulletin will be revised with instructions on how to properly repair involved vehicles.**

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	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		
GMC	Traverse	2018	2020		
	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.

<b>Condition</b>	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.
<b>Correction</b>	Until parts are available dealers will inspect for missing bolts. When parts are available, dealers will inspect the start-stop transmission accumulator and replace it if any bolts are missing.

### Parts

No parts are required to complete the inspection. When parts become available, the bulletin will be updated with a repair/replace procedure and the necessary parts list.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104970	Vehicle Passes Inspection – No Further Action Required	0.3	ZFAT	N/A
9104971	Vehicle Fails Inspection - Hold for Repair	0.3	ZFAT	N/A

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### Service Procedure



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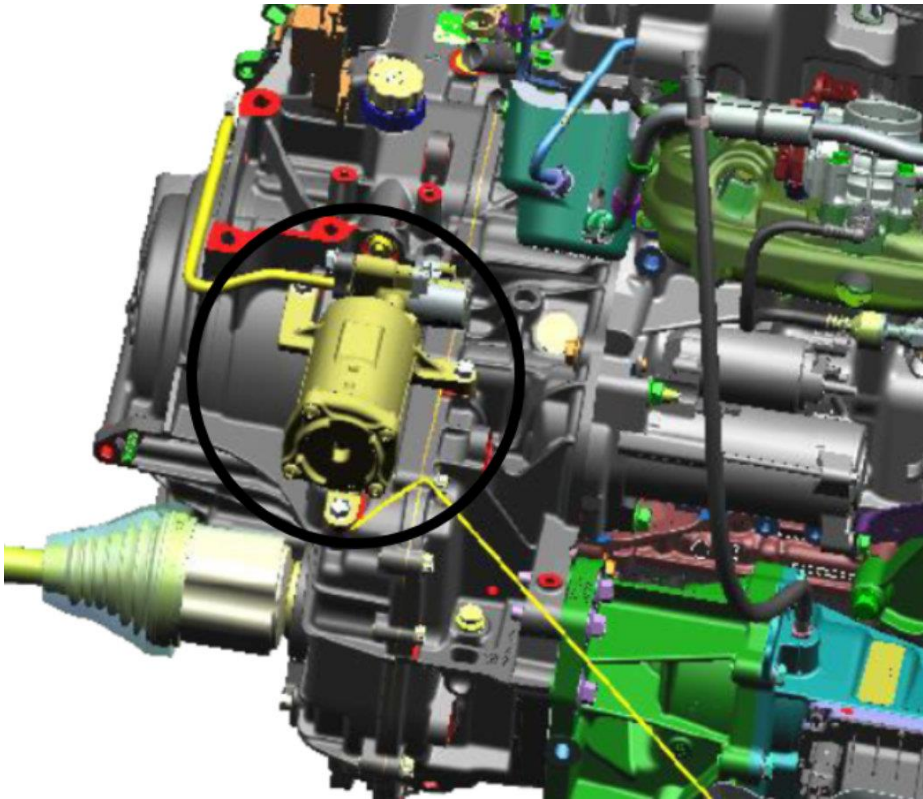
**Note:** The purpose of this service procedure is to inspect for the presence of missing bolts in the Transmission Auxiliary Fluid Accumulator Cover, an example of which is shown above.

#### 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, hold the vehicle for future repair.

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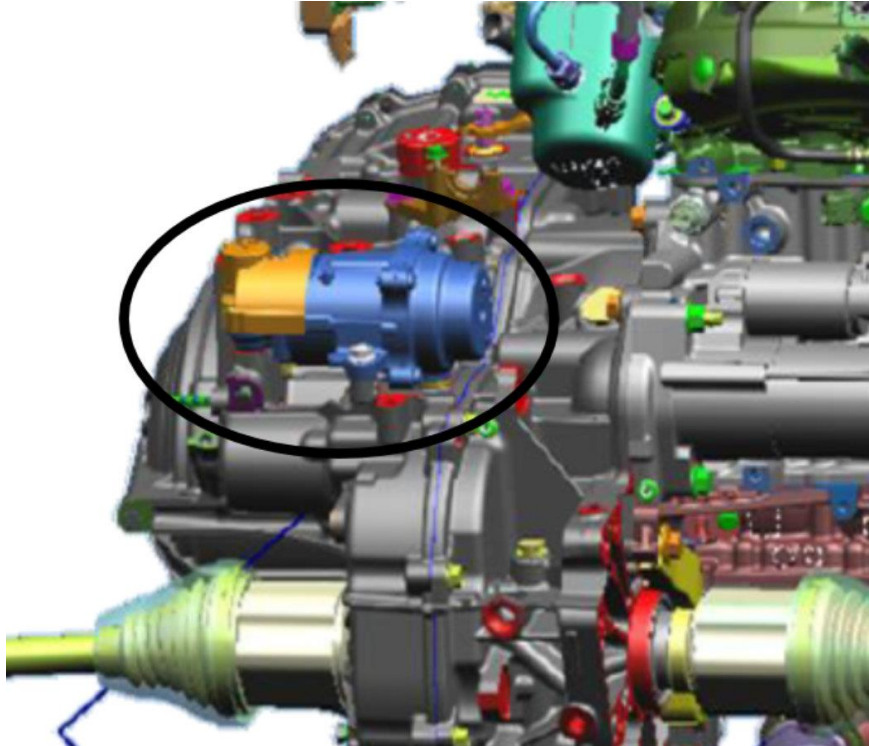


5. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

Equinox (LTG), Terrain, Traverse, Enclave, Acadia, Blazer, XT4, LaCrosse, Tracker, 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.

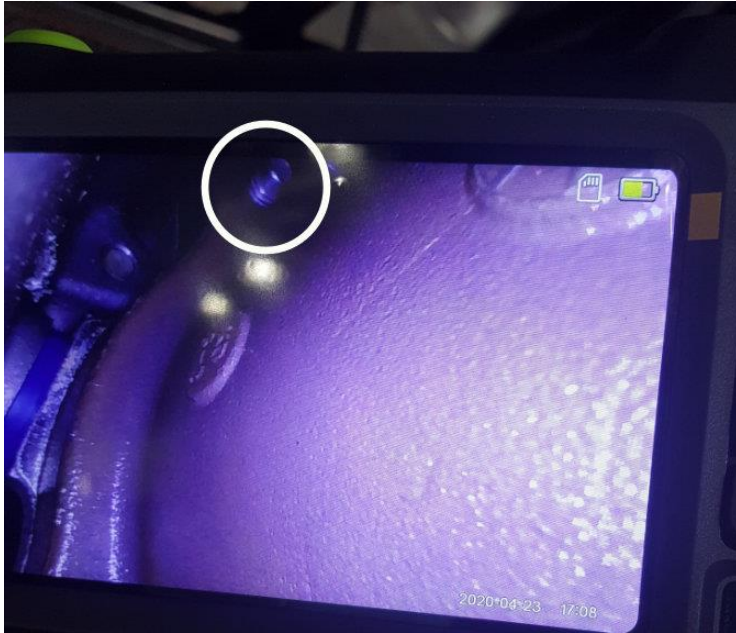


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- Using a borescope, visually verify the next three bolts are installed.



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- Top left.

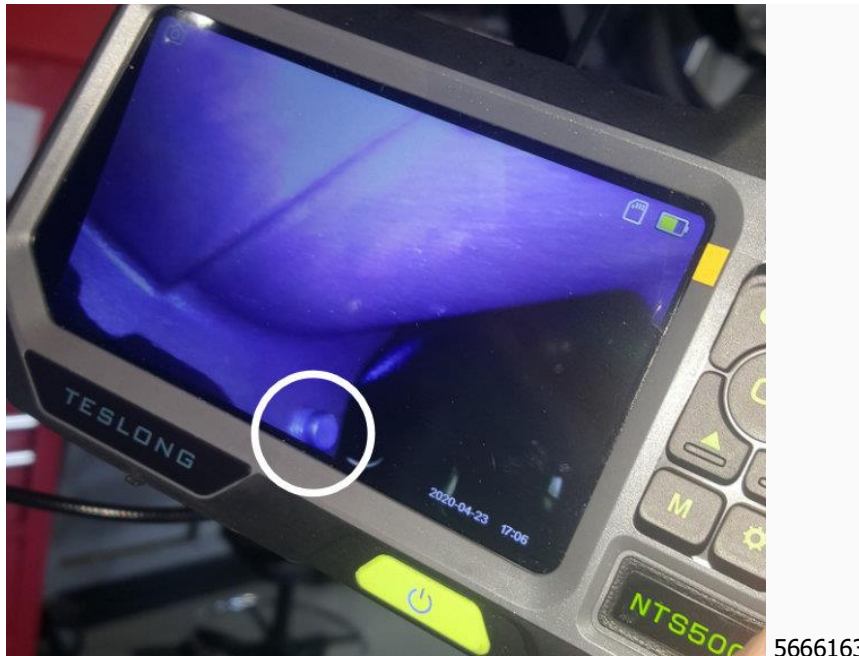


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- Bottom left.

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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, hold the vehicle for future repair.
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

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required correction according to the instructions contained in this bulletin. 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.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

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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**