

Service Update

18028 Automatic Transmission Shift Cable/Bracket Detachment



Reference Number: N172128600

Release Date: February 2018
Revision: 00

Attention: This service update involves vehicles in dealer inventory only and will expire February 28, 2019.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2018	2018	MNH	6-Speed Transmission

This service update should be performed on vehicles in dealer inventory only. 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	The shift cable conduit end fitting may have become detached from the transmission bracket during the assembly process which can result in a mismatch between the shifter and transmission.
Correction	Inspect and confirm that the cable end fitting is fully assembled to the bracket; reinstall and readjust the cable as necessary.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103622	Inspect Range Selector Lever Cable and Adjust if Necessary	0.2	ZFAT	N/A

Service Procedure

- Inspect and confirm that the range selector cable end fitting is fully assembled to bracket.
 - If the cable is fully assembled to the bracket, no further action required.
 - If the cable is NOT fully assembled to the bracket, reinstall and adjust the range selector cable. Refer to *Range Selector Lever Cable Adjustment* in SI.

Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than February 28, 2019.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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.

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.



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Date: February 1, 2018

Subject: 18028 - Service Update
Automatic Transmission Shift Cable/Bracket Detachment

Models: 2018 Chevrolet Equinox
Equipped with 9-Speed Transmission (RPO M3D, M3H) or 6-Speed
Transmission (MHG, MNH)

To: All General Motors Dealers

General Motors is releasing Service Update 18028 today. The total number of U.S. vehicles involved is approximately 4,891. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated February 2, 2018. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
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