



Service Bulletin

File in Section: -

Bulletin No.: 18-NA-035

Date: February, 2018

INFORMATION

Subject: Information on Transmission Will Not Shift in High Gear During Cold Ambient Temperatures

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|--------------------|-------------|------|------|----|------------|------------------------|
| | | from | to | from | to | | |
| Buick | Encore | 2018 | 2019 | | | 1.4L (LE2) | 6T40 (MNH) |
| Chevrolet | Cruze (Gen II - B) | | | | | 1.4L (LE2) | 6T35 (MNU) |
| | Equinox | | | | | 1.5L (LYX) | 6T40 (MNH), 9T45 (M3U) |
| | Malibu | | | | | 1.5L (LFV) | 6T40 (MNH) |
| GMC | Terrain | | | | | 1.5L (LYX) | 9T45 (M3U) |

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| Involved Region or Country | North America, Middle East, South Korea, Africa, Israel, Brazil, Colombia, Ecuador, Chile, Uruguay, Peru |
| Condition | Some customers may comment that the transmission will not shift into overdrive range during cold ambient temperatures. |
| Information | <p>This condition may be caused by the engine control system detecting conditions that indicate the freezing of moisture in the charge air cooler.</p> <p>When the control system detects the above conditions and the ambient temperature is below 32°F (0°C), it takes the following actions:</p> <ul style="list-style-type: none"> • Requests a lower gear than normal (resulting in higher RPM). • The system will enable the condition as needed to prevent freezing. <p>⇒ This strategy is to prevent a potential excessive air restriction due to icing condition which would lead to a P0299 DTC and reduced engine power mode.</p> <p>Explain to the customer their vehicle is operating normally. Do not attempt to repair or replace any parts to alter the original vehicle design intent. You may wish to give the customer a copy of this bulletin.</p> |

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| Version | 2 |
| Modified | Released February 2, 2018 February 12, 2018 - Updated the temperature readings to 32°F (0°C) and removed a transmission for the Terrain. |

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



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