

# Customer Satisfaction Program

## 18277 GF6 Transmissions Missing Cup Plugs



Reference Number: N182184360

Release Date: September 2018  
Revision: 00

**Attention:** 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.

**This program is in effect until September 30, 2020.**

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2018	2019	MNH	6 Speed Automatic Transmission
Chevrolet	Malibu	2018	2018	MNH	6 Speed Automatic Transmission

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>	Certain 2018 and 2019 model year Chevrolet Equinox vehicles and 2018 Chevrolet Malibu vehicles equipped with RPO MNH (6 Speed Automatic Transmission) may have been built without a transmission case assembly cup plug. As a result, lubrication flow within the transmission may be compromised, and the transmission will wear prematurely. The customer may notice noise coming from the transmission area, or rough or irregular shifting. If the customer continues to drive the vehicle for an extended period after noticing these signs of wear, transmission failure may occur, resulting in a loss of propulsion.
<b>Correction</b>	Replace Transmission.

### Parts

Quantity	Part Name	Part No.
1	Transaxle, Auto – Malibu	24280967
1	Transaxle, Auto – Equinox FWD	24267810
1	Transaxle, Auto – Equinox AWD	24280908
9	Transmission Fluid - Dex6, US	88865601
9	Transmission Fluid - Dex6, Canada	19367328
3	Engine Mount Bolt - Malibu	11547918
1	Transmission Mount Bolt - Malibu	11547261
1	Transmission Rear Mount Bolt - Malibu	11589278
4	Transmission Rear Mount Bracket Bolt - Malibu	11611642
1	Intermediate Steering Shaft Boot Clamp - Malibu	11548288
1	Exhaust System Intermediate Gasket	22816982
1	Exhaust System Front Gasket	23238284
2	Front Wheel Drive Shaft Nut	11611687
3	Transmission Mount Bolt - Equinox	11547918
1	Transmission Mount Strut Bolt – Equinox	11546386
2	Transmission Fluid Cooler Pipe Fitting Seal - Equinox	25874797
1	Power Transfer Unit Seal – Equinox AWD	84297549
3	Transmission Mount Bolt - Equinox	11547918
3	Transmission Mount Strut Bracket Bolt - Equinox	11610904
1	Bolt - Equinox	11609598
1	Transmission Mount Strut Bolt - Equinox	11609313

It is estimated that only 86 involved vehicles will require parts replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Transaxle to order.

**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.

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### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104072	Transmission Replacement		ZFAT	N/A
	Malibu	7.6		
	Equinox FWD	7.7		
	Equinox AWD	8.8		

### Service Procedure

Replace the transmission. Refer to *Transmission Replacement (Front Wheel Drive except Diesel Engine)* or *Transmission Replacement (All Wheel Drive except Diesel Engine)* for Equinox, or *Transmission Replacement* for Malibu.

### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through September 30, 2020. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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 bulletin for your use in contacting customers. Program 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 program enters your vehicle inventory, or is in your facility for service through September 30, 2020, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

### 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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

### Customer Notification

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

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

# Customer Satisfaction Program

## 18277 GF6 Transmissions Missing Cup Plugs



September 2018

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2018 model year Chevrolet Malibu or 2018-2019 Chevrolet Equinox may have been built without a transmission case assembly cup plug. Lubrication flow within the transmission may be compromised, and the transmission could wear prematurely. You may notice noise coming from the transmission area, or rough / irregular shifting. If the vehicle is driven for an extended period after noticing these signs of wear, transmission failure could occur, resulting in a loss of propulsion.

Your satisfaction with your Malibu or Equinox is very important to us, so we are announcing a program to fix it.

**What We Will Do:** Your GM dealer will replace your transmission. This service will be performed for you at **no charge** until September 30, 2020. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any 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)
Chevrolet	1-800-222-1020	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor  
Executive Director  
North America Contact Center Operations

18277

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4848  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 14, 2018

Subject: 18277 Customer Satisfaction Program  
GF6 Transmissions Missing Cup Plugs

Models: 2018 & 2019 Chevrolet Equinox with MNH (6 Speed Auto Trans.)  
2018 Chevrolet Malibu with MNH (6 Speed Auto Trans.)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 18277 today. The total number of U.S. vehicles involved is approximately 76. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on September 26, 2018.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated September 14, 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

GLOBAL SAFETY FIELD INVESTIGATIONS