

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5036  
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 6, 2019

Subject: N182200470 - Customer Satisfaction  
Transmission Clutch Drag Causing Overheat Warning

Models: 2018 Buick Enclave  
2018 Buick LaCrosse  
2018 – 2019 GMC Terrain

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction N182200470 today. The total number of U.S. vehicles involved is approximately 71,684. Please see the attached bulletin for details.

**Customer Letter Mailing** The customer letter mailing will begin on May 20, 2019.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 6, 2019. 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

# Customer Satisfaction Program

## N182200470 Transmission Clutch Drag Causing Overheat Warning



Release Date: May 2019

Revision: 00

**Attention:** This program is in effect until May 31, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Enclave	2018	2018		
Buick	LaCrosse	2018	2018		
GMC	Terrain	2018	2019		

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 model year Buick Enclave and LaCrosse vehicles, and 2018 – 2019 model year GMC Terrain vehicles, may have a condition that occurs when the driver places the vehicle in neutral immediately following an auto start from an auto stop condition. The transmission can become stuck in a command that will cause damage to the transmission clutch plates.
<b>Correction</b>	Reprogram Transmission Control Module with SPS.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104384*	Transmission Control Module Reprogramming with SPS	0.7	ZFAT	N/A
9104385*	Verified Module Software or Calibration Level: Module Programmed with Same Level Software or Calibration	0.2		
9104440	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	**
9104441	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***

Note: To avoid having to “H” route the customer reimbursement transaction for wholesale approval, it must be submitted prior to the repair transaction.

\* To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered when submitting this transaction. Note that if multiple modules are reprogrammed, all claim codes must be entered with a comma separating each code.

\*\* For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.

\*\*\* Submit \$10.00 administrative allowance in Net/Admin Allowance.

### Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

- Open TIS on the computer used to program the vehicle
- Select and start SPS
- Select Settings
- Select the Warranty Claim Code tab

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

# Customer Satisfaction Program

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### Service Procedure

**Note:** Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

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**Note:** If the Same Calibration/Software Warning is noted on the SPS Summary screen, record the warranty claim code (WCC) and select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the Transmission Control Module. Refer to *K71 Transmission Control Module: Programming and Setup* in SI.

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2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

# Customer Satisfaction Program

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### 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/repaired 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 May 31, 2021. 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 May 31, 2021, 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).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

### Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by May 31, 2020. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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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**

# Customer Satisfaction Program

## N182200470 Transmission Clutch Drag Causing Overheat Warning



May 2019

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

Dear General Motors Customer:

We have learned that your 2018 model year Buick Enclave, LaCrosse, or 2018 – 2019 model year GMC Terrain vehicle may have a condition that occurs if the vehicle is shifted into Neutral while the transmission is transitioning from an auto stop to auto start mode. This can happen if the driver takes their foot off of the brake pedal when they are shifting gears into Neutral (e.g. when taking the vehicle into a car wash and shifting into Neutral). If the transmission is put into Neutral while the engine is in the auto start mode, the transmission may become stuck in a command that will quickly cause the clutch to overheat, damaging the transmission clutch plates. If this occurs, the driver will see a 'Trans Hot – Idle Engine' message in the Driver Information Center (DIC). If this message is seen, and the vehicle is not keyed off to allow the clutch to cool down, additional damage to the transmission will be done.

Your satisfaction with your Enclave, LaCrosse, or Terrain is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will reprogram the transmission control module. This service will be performed for you at **no charge until May 31, 2021**. 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.

Until your vehicle is repaired for this condition, please be sure to keep your foot on the brake when you shift the vehicle into Neutral (e.g. when entering a car wash, while waiting at a stop light). This will keep the vehicle in auto stop mode and prevent damage to your vehicle's clutch. If you forget to do this, and get the 'Trans Hot – Idle Engine' message, you should key the vehicle off as soon as possible, to allow the clutch to cool down, and prevent additional damage to the transmission. After receiving this message, when you are able to safely pull the vehicle out of traffic, to a safe location, you should put the vehicle in Park, key off, and let the vehicle sit (keyed off) for about 1 minute before restarting. If able, drive the vehicle to the nearest GMC or Buick Dealer to have your vehicle repaired for this condition.

**Reimbursement:** Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by May 31, 2020, unless state law specifies a longer reimbursement period.

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)
Buick	1-800-521-7300	1-800-832-8425
GMC	1-800-462-8782	1-800-462-8583
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to update your vehicle as we know your time is valuable. 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

Enclosure  
N182200470