

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5107  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 1, 2019

Subject: N192220190 - Customer Satisfaction Program  
9T65 Transmission – Oversized Axle Seal Bore – 1 Involved Vehicle in  
USA

Models: 2019 Chevrolet Traverse

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192220190 today. There is only 1 vehicle involved in the U.S. and the VIN is below.

1GNERFKW5KJ149394

Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on August 13, 2019.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated August 2, 2019. Please hold the warranty transaction until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

N192220190 9T65 Transmission – Oversized Axle Seal Bore – 2  
Total Involved Vehicles in USA and Saudi Arabia



Release Date: August 2019

Revision: 00

**Attention:** Please note, there are only 2 vehicles involved in this field action. The VINs are below:

1GNERFKW5KJ149394 – USA  
1GNER8KW3KJ147039 – Saudi Arabia

**This program is in effect until August 31, 2021.**

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Traverse	2019	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>	One 2019 model year Chevrolet Traverse vehicle located in the USA, and one located in Saudi Arabia, may have a right axle seal that is not seated in the transmission housing bore firmly. This may cause transmission fluid to leak onto the transmission housing, driveway, garage floor, or ground. If the leak is not remedied, potential transmission issues may occur.
<b>Correction</b>	Dealers are to replace the torque converter housing.

## Parts

Quantity	Part Name	Part No.
1	Torque Converter Housing	24285126
9	Dexron VI Automatic Transmission Fluid	88865601 – Obtain Local Equivalent - EXPORT
1	Front Wheel Drive Shaft Seal Kit	24288436
1	Torque Converter Housing Gasket	24267848
1	Automatic Transmission Fluid Pump Seal	24268389
4	Engine Mount Bolt	11547918
2	Transmission Mount Bolt	11549251
3	Transmission Mount Bracket Bolt	11609598
2	Wheel Drive Shaft Nut	11612295
2	Wheel Drive Shaft Washer	11611965
2	Output Shaft Retainer	90223082
4	Suspension Cradle Bolt	11547841
4	Transmission Front Mount Bolt	11610916
4	Front Lower Control Arm Bolt	11611268
1	Exhaust System Intermediate Gasket	22816982
2	Catalytic Converter Gasket	84135650
1	Exhaust System Intermediate Gasket (4 tabs)	23161602
1	Threadlocker (for intermediate shaft bolt)	12345382
1	High Temperature Lubricant (for wheel to hub interface)	01051344

**It is estimated that only 2 involved vehicles will require parts replaced. Due to the small number of vehicles involved and due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.**

**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.

## Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104518	Torque Converter Housing Replacement	11.8	ZFAT	N/A

# Customer Satisfaction Program

## N192220190 9T65 Transmission – Oversized Axle Seal Bore – 2 Total Involved Vehicles in USA and Saudi Arabia



### Service Procedure

1. Remove the transmission. Refer to *Transmission Replacement* in SI.
2. Replace the torque converter housing. Refer to *Torque Converter Housing with Fluid Pump Assembly Removal* and *Torque Converter Housing with Fluid Pump Assembly Installation* in SI.
3. Reinstall the transmission. Refer to *Transmission Replacement* in SI.

### 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 August 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 August 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. 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

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 - 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.

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

## N192220190 9T65 Transmission – Oversized Axle Seal Bore – 2 Total Involved Vehicles in USA and Saudi Arabia



August 2019

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

Dear General Motors Customer:

We have learned that your 2019 model year Chevrolet Traverse may have a right axle seal that is not seated in the transmission housing bore firmly. This may cause transmission fluid to leak onto the transmission housing, driveway, garage floor, or ground. If the leak is not remedied, potential transmission issues may occur.

Your satisfaction with your Traverse 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 replace the torque converter housing. This service will be performed for you at **no charge until August 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. 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	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to remedy 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

N192220190