

Service Update

A202301230 Reduced Launch Performance



Release Date: May 2020

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Encore GX (VIN M)	2020	2021	MRG	Transmission Auto, Continuously Variable Ratio (CVT), FWD, VAR 5
Chevrolet	Trailblazer (VIN M)	2021	2021		

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	Certain 2021 model year Chevrolet Trailblazer, and 2020-2021 model year Buick Encore GX vehicles, equipped with a continuously variable ratio (CVT) transmission, may experience reduced launch performance during a quick exit from a stop/start event. DTC's P0746 and P0776 may also set illuminating a Check Engine Light. The main pump in the CVT has a priming delay under certain conditions.
Correction	Dealers will reprogram the transmission control module (TCM) with updated software.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104848*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9104849*	Transmission Control Module Reprogramming with SPS	0.5		

*** Important: To avoid warranty transaction rejections, carefully read and follow the instructions below:**

- The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

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:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. 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.

Service Procedure

Important: 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

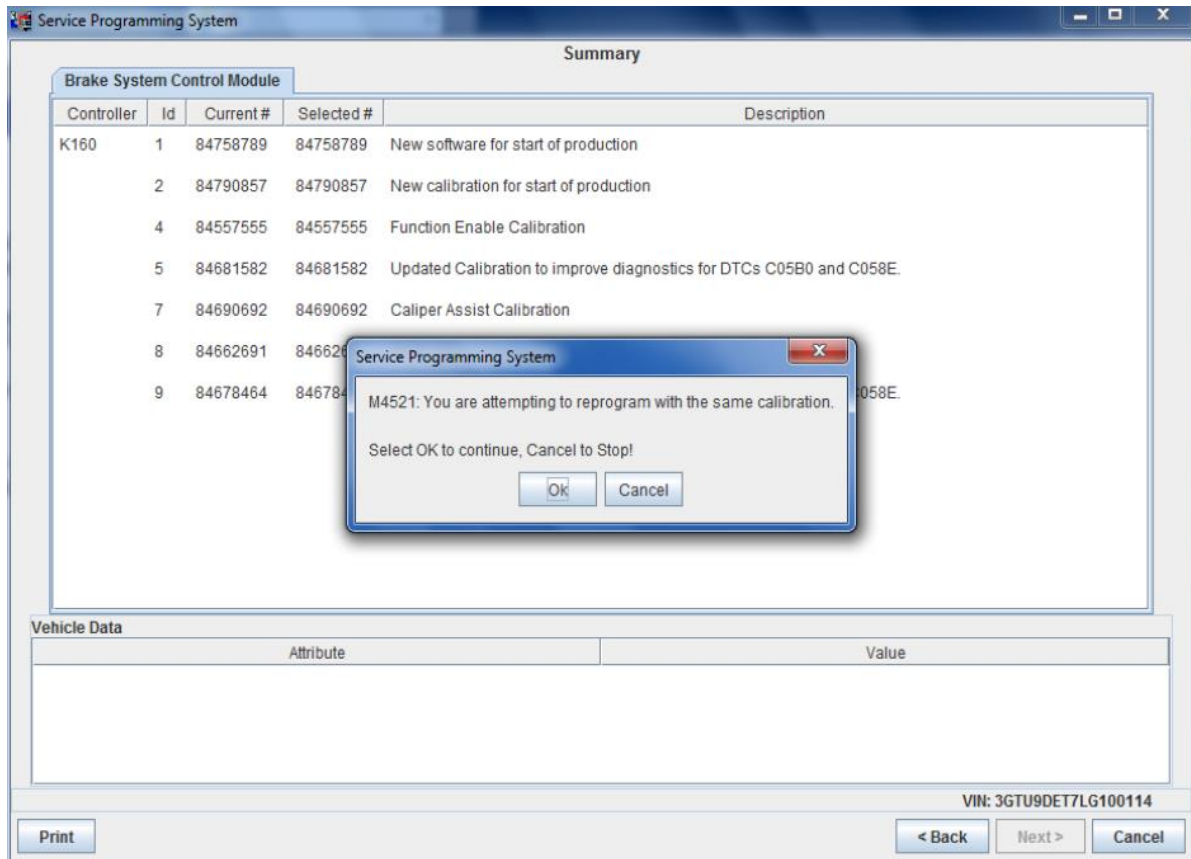
Service Update

A202301230 Reduced Launch Performance



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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Important: If the Same Calibration/Software Warning is noted on the SPS screen, 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 K71 Transmission Control Module: Programming and Setup (VT40 (MRG)).
To program an existing K71 Transmission Control Module, perform the following procedure.
 - 1.1. Install EL-49642 SPS programming support tool.
 - 1.2. Access the Service Programming System (SPS) and follow the on-screen instructions.
 - 1.3. Perform one of the following SPS Programming functions:

Note: If both controller options below are listed, select K71 Transmission Control Module

- K20/ K71 Engine and Transmission Control Modules and follow the on-screen instructions
- K71 Transmission Control Module and follow on-screen instructions.



Please, select MCVM Operation to be performed:

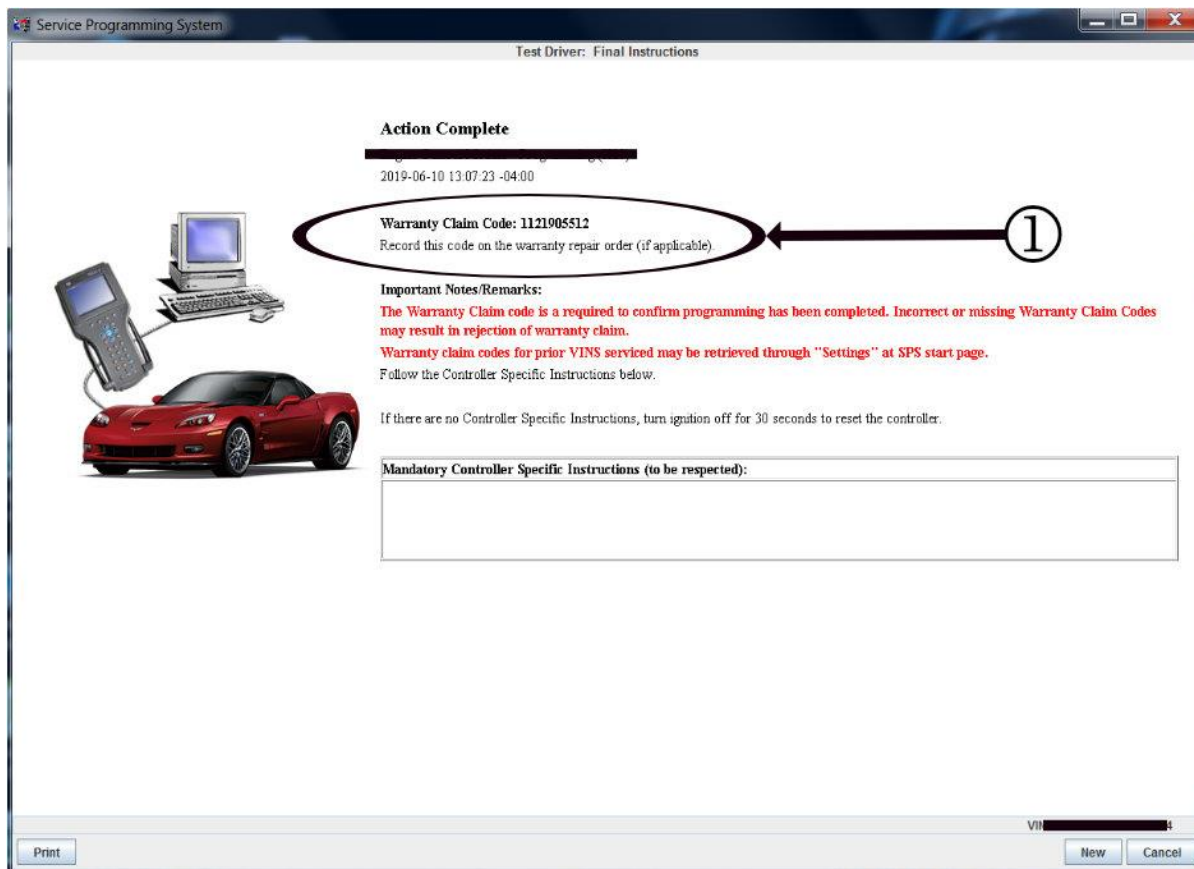
- Replace Transmission
- Refresh Characterization Data
- Replace Valve Body

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- When shown this prompt, select “Refresh Characterization Data” and continue following onscreen instructions.
2. Perform the Vehicle Setup, follow the on screen instructions.
 3. With a scan tool, clear DTCs from the K71 Transmission Control Module.
 4. Ignition OFF, allow vehicle systems to power down.
Note: It may take up to 2 minutes for all vehicle systems to power down.
 5. Perform the Service Fast Learn (SFL), follow the on screen instructions.
Note: If the transmission fluid temperature is not between 75 to 85°C (167 to 185°F) the scan tool will not allow the procedure to be performed.
 6. Ignition OFF for 2 minutes.

Service Update

A202301230 Reduced Launch Performance



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Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

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

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

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/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.



GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5398
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 19, 2020

Subject: A202301230 - Service Update
Reduced Launch Performance

Models: 2020 – 2021 Buick Encore GX equipped with CVT Trans. (RPO MRG)
2021 Chevrolet Trailblazer equipped with CVT Trans. (RPO MRG)

To: All General Motors Dealers

General Motors is releasing Service Update A202301230 today. The total number of U.S. vehicles involved is approximately 24,919. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 20, 2020 or sooner. 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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