

Service Update

A202299960 Shift Lever Cable Bolt Not Fully Fastened



Release Date: June 2020

Revision: 01

Revision Description: This bulletin has been revised to update the service procedure, add part information, and update the warranty information section, including adding floor plan reimbursement. Please discard all copies of A202299960.

Attention: On April 7, 2020 an inspection procedure was made available and vehicles that passed the inspection could be delivered and closed using the "Inspect Only – Vehicle Passed Inspection (No Further Action Required)" labor code 9105059. For vehicles which did not pass inspection and were held, parts are now available to complete this repair and floor plan reimbursement has been added to this bulletin.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in New and Unsold dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the inspection contained in this bulletin has been performed on the vehicle.

This service update involves vehicles in dealer inventory only and will expire April 30, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Encore GX	2020	2020	MRG or M3F	CVT Automatic Transmission or 9-speed Automatic Transmission
Chevrolet	Trailblazer	2021	2021	MRG or M3F	CVT Automatic Transmission or 9-speed Automatic Transmission

Condition	The gear shift lever may have a detent feel between Park and Reverse caused by the fastening bolt that is not fully seated and contacting the shifter housing.
Correction	Dealers are to inspect the detent feel of the transmission range selector lever and replace the select cable if necessary.

Parts

Quantity	Part Name	Part No.
1	CABLE ASM-A/TRNS	60004810
1	CABLE ASM-A/TRNS	60004462

It is estimated that there are only 550 involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this repair and the limited initial parts availability, dealers are encouraged not to order these 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.

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

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105059	Inspect Only – Vehicle Passed Inspection (No Further Action Required)	0.2	ZFAT	N/A
9105190	Automatic Transmission Range Selector Cable Replacement (includes inspection)	0.6	ZFAT	N/A
9105191	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	*

Note: To avoid having to "H" route the floor plan transaction for wholesale approval, it must be submitted prior to the repair transaction.

Floor Plan Reimbursement – NEW INVENTORY ONLY

* **USA & Canada Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale due to not passing inspection. This reimbursement is limited to the number of days from the date the inspection procedure was sent (April 7, 2020) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 72 days):

Service Update

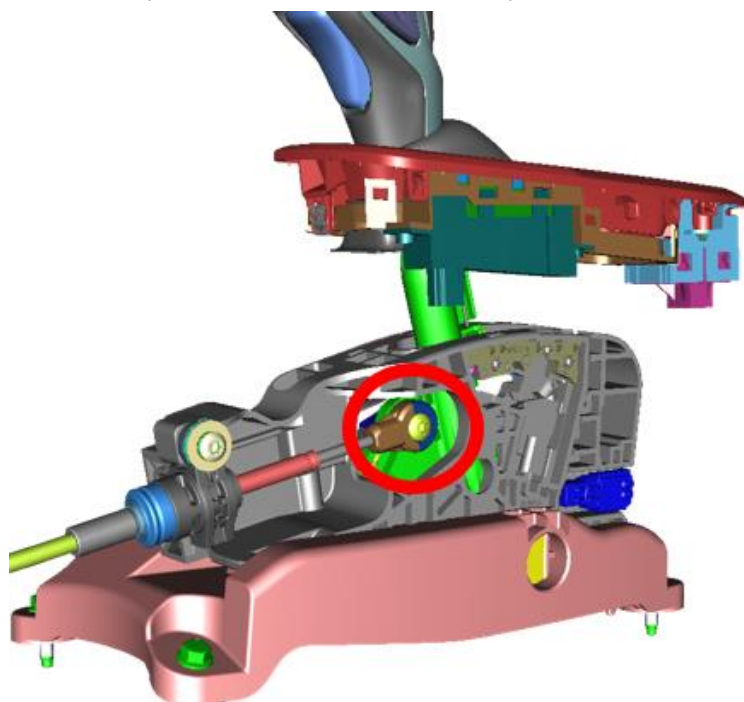
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Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2020 Buick Encore GX	\$3.17	\$3.89
2021 Chevrolet Trailblazer	\$3.11	\$3.83

Service Procedure

1. Park the vehicle in a safe location and put the transmission in Park.
2. Start the engine and apply the brake pedal.
3. Slowly cycle the gear range selector from Park all the way down to Low range, taking your time to check the detent feel at each selector position. Do this from Park to Low and then back to Park three (3) full cycles.
 - If the Transmission Range Selector Lever is getting stuck or feels abnormal between Park and Reverse positions, refer to step 4.
 - If the Transmission Range Selector Lever is NOT getting stuck or feeling abnormal between the Park and Reverse positions, no further action is required.



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Caution: During part replacement, check to ensure the circled fastener is fully seated.

4. Replace the Transmission Range Selector Lever Cable. Refer to *Automatic Transmission Range Selector Lever Cable Replacement* in SI.

Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than April 30, 2021.

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.

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.



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DCS5430
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Date: June 15, 2020

Subject: A202299960-01 - Service Update
Shift Lever Cable Bolt Not Fully Fastened
Revised Service Procedure, Part, Warranty sections

Models: 2020 Buick Encore GX
2021 Chevrolet Trailblazer
Equipped with CVT Automatic Transmission or 9-speed Automatic
Transmission (RPO MRG or M3F)

To: All General Motors Dealers

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END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS