

# Service Update

## N202321840 Transmission Clutch Spring Retaining Ring



Release Date: January 2021

Revision: 00

**Attention:** This service update involves vehicles in dealer inventory only and will expire February 28, 2022.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Blazer	2020	2021	M3D / M3V / M3T	Automatic Transmission, 9T50 Automatic Transmission, 9T65 Automatic Transmission, 9T60
Chevrolet	Equinox	2020	2020	M3D	Automatic Transmission, 9T50
GMC	Terrain	2020	2021	M3H / M3U	Automatic Transmission, 9T50 Automatic Transmission, 9T45

This inspection and service procedure should be performed on vehicles in dealer inventory only. 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>	On certain vehicles equipped with automatic transmissions, the clutch spring retaining ring may not be fully seated. Vehicles with this condition may set DTC Code P0747 and the MIL light (malfunction indicator light) will illuminate. This typically occurs at low mileage.
<b>Correction</b>	Dealers will inspect the transmission by following the procedure and if it fails, the transmission will be replaced.

### Parts

#### Blazer M3D FWD

Quantity	Part Name	Part No.
1	TRANSMISSION	24293267
6	TRANSMISSION FLUID	88865601 US 19420142 CA
1	SEAL, TRANS FLUID CLR HOSE FTG (O RING) (AT DIFF CLR)	25874797
1	GASKET, EXH SYS FRT (FLANGED GASKET	20972702
4	BOLT, TRANS MT STRUT (SINGLE USE) (M12X1.75X111)	11610916
1	SEAL, PWR TRFER U CVR TO INTER DRV SHF	23206807
1	NUT, RR WHL DRV SHF (M27X2X6H)	11612295
2	WASHER, RR WHL DRV SHF	11611965
2	RING	90121202
3	BOLT, ENG MT ENG SI (M12 X 1.75 X 61) (04.085) (ACDelco #11547918)	11547918
3	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M12X1.75X56)	11610906
4	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M12X1.75X90)	11611268
1	BOLT, TRANS RR MT	11549251
4	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M10X1.5X45)	11546405
3	BOLT, TRANS RR MT BRKT (M12X1.75X80.9)	11609598

#### Blazer M3T FWD

Quantity	Part Name	Part No.
1	TRANSMISSION	24297432
6	TRANSMISSION FLUID	88865601 US 19420142 CA
1	SEAL, TRANS FLUID CLR HOSE FTG (O RING) (AT DIFF CLR)	25874797
2	GASKET, EXH SYS INTER	22816982
4	BOLT, TRANS MT STRUT (SINGLE USE) (M12X1.75X111)	11610916
2	NUT, RR WHL DRV SHF (M27X2X6H)	11612295
2	WASHER, RR WHL DRV SHF	11611965
2	RING	90121202
3	BOLT, ENG MT ENG SI (M12 X 1.75 X 61) (04.085) (ACDelco #11547918)	11547918
3	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M12X1.75X56)	11610906
4	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M12X1.75X90)	11611268
1	BOLT, TRANS RR MT (FRM SI)	11549251
4	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M10X1.5X45)	11546405
3	BOLT, TRANS RR MT BRKT (M12X1.75X80.9)	11609598

## Service Update

### N202321840 Transmission Clutch Spring Retaining Ring



#### Blazer M3V AWD

Quantity	Part Name	Part No.
1	TRANSMISSION	24295560
6	TRANSMISSION FLUID	88865601 US 19420142 CA
1	SEAL, TRANS FLUID CLR HOSE FTG (O RING) (AT DIFF CLR)	25874797
1	GASKET, EXH SYS INTER	23161602
4	BOLT, TRANS MT STRUT (SINGLE USE) (M12X1.75X111)	11610916
1	SEAL, PWR TRFER U CVR TO INTER DRV SHF	23206807
1	RETAINER, PWR TRFER U PROP	23206808
2	NUT, RR WHL DRV SHF (M27X2X6H)	11612295
2	WASHER, RR WHL DRV SHF	11611965
2	RING	90121202
3	BOLT, ENG MT ENG SI (M12 X 1.75 X 61) (04.085) (ACDelco #11547918)	11547918
3	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M12X1.75X56)	11610906
4	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M12X1.75X90)	11611268
1	BOLT, TRANS RR MT (FRM SI)	11549251
4	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M10X1.5X45)	11546405
3	BOLT, TRANS RR MT BRKT (M12X1.75X80.9)	11609598
2	GASKET	84135650

#### Blazer M3V FWD

Quantity	Part Name	Part No.
1	TRANSMISSION	24295561
6	TRANSMISSION FLUID	88865601 US 19420142 CA
1	SEAL, TRANS FLUID CLR HOSE FTG (O RING) (AT DIFF CLR)	25874797
1	GASKET, EXH SYS INTER	23161602
4	BOLT, TRANS MT STRUT (SINGLE USE) (M12X1.75X111)	11610916
2	NUT, RR WHL DRV SHF (M27X2X6H)	11612295
2	WASHER, RR WHL DRV SHF	11611965
2	RING	90121202
3	BOLT, ENG MT ENG SI (M12 X 1.75 X 61) (04.085) (ACDelco #11547918)	11547918
3	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M12X1.75X56)	11610906
4	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M12X1.75X90)	11611268
1	BOLT, TRANS RR MT (FRM SI)	11549251
4	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M10X1.5X45)	11546405
3	BOLT, TRANS RR MT BRKT (M12X1.75X80.9)	11609598
2	GASKET	84135650

#### Equinox M3D FWD

Quantity	Part Name	Part No.
1	TRANSMISSION	24293272
6	TRANSMISSION FLUID	88865601 US 19420142 CA
1	SEAL, TRANS FLUID CLR HOSE FTG (O RING) (AT DIFF CLR)	25874797
1	GASKET, EXH SYS INTER	22816982
4	BOLT, FRT LWR CONT ARM FRT (SINGLE USE) (ACDelco #11548893)	11548893
1	NUT, RR WHL DRV SHF (M24X1.5,50 OD,22THK)	11611687
2	WASHER, RR WHL DRV SHF	11547142
1	RING	90121202
3	BOLT, ENG MT ENG SI (M12 X 1.75 X 61) (04.085) (ACDelco #11547918)	11547918
7	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M12X1.75X56)	11610906
4	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M12X1.75X90)	11611268
1	BOLT, TRANS MT STRUT (Service Lane Part)	11546386
3	BOLT, TRANS RR MT BRKT (M12X1.75X80.9)	11609598

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#### Equinox M3D AWD

Quantity	Part Name	Part No.
1	TRANSMISSION	19419492
6	TRANSMISSION FLUID	88865601 US 19420142 CA
1	SEAL, TRANS FLUID CLR HOSE FTG (O RING) (AT DIFF CLR)	25874797
1	GASKET, EXH SYS INTER	22816982
4	BOLT, FRT LWR CONT ARM FRT (SINGLE USE) (ACDelco #11548893)	11548893
1	SEAL, PWR TRFER U CVR TO INTER DRV SHF	23206807
1	RETAINER, PWR TRFER U PROP	23206808
1	NUT, RR WHL DRV SHF (M24X1.5,50 OD,22THK)	11611687
2	WASHER, RR WHL DRV SHF	11547142
1	RING	90121202
1	SEAL	84297549
3	BOLT, ENG MT ENG SI (M12 X 1.75 X 61) (04.085) (ACDelco #11547918)	11547918
7	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M12X1.75X56)	11610906
4	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M12X1.75X90)	11611268
3	BOLT, TRANS RR MT BRKT (M12X1.75X80.9)	11609598

#### Terrain M3H AWD

Quantity	Part Name	Part No.
1	TRANSMISSION	24283836
6	TRANSMISSION FLUID	88865601 US 19420142 CA
1	SEAL, TRANS FLUID CLR HOSE FTG (O RING) (AT DIFF CLR)	25874797
1	GASKET, EXH SYS INTER	22816982
1	GASKET	23438041
4	BOLT, FRT LWR CONT ARM FRT (SINGLE USE) (ACDelco #11548893)	11548893
1	SEAL, PWR TRFER U CVR TO INTER DRV SHF	23206807
1	RETAINER, PWR TRFER U PROP	23206808
2	NUT, RR WHL DRV SHF (M24X1.5,50 OD,22THK)	11611687
2	WASHER, RR WHL DRV SHF	11547142
2	RING	90121202
1	SEAL	84297549
3	BOLT, ENG MT ENG SI (M12 X 1.75 X 61) (04.085) (ACDelco #11547918)	11547918
7	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M12X1.75X56)	11610906
4	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M12X1.75X90)	11611268
1	BOLT, TRANS MT STRUT (Service Lane Part)	11546386
3	BOLT, TRANS RR MT BRKT (M12X1.75X80.9)	11609598

#### Terrain M3H FWD

Quantity	Part Name	Part No.
1	TRANSMISSION	24283835
6	TRANSMISSION FLUID	88865601 US 19420142 CA
1	SEAL, TRANS FLUID CLR HOSE FTG (O RING) (AT DIFF CLR)	25874797
1	GASKET, EXH SYS INTER	22816982
1	GASKET	23438041
4	BOLT, FRT LWR CONT ARM FRT (SINGLE USE) (ACDelco #11548893)	11548893
2	NUT, RR WHL DRV SHF (M24X1.5,50 OD,22THK)	11611687
2	WASHER, RR WHL DRV SHF	11547142
2	RING	90121202
1	SEAL	84297549
3	BOLT, ENG MT ENG SI (M12 X 1.75 X 61) (04.085) (ACDelco #11547918)	11547918
7	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M12X1.75X56)	11610906
4	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M12X1.75X90)	11611268
1	BOLT, TRANS MT STRUT (Service Lane Part)	11546386

# Service Update

## N202321840 Transmission Clutch Spring Retaining Ring



3	BOLT, TRANS RR MT BRKT (M12X1.75X80.9)	11609598
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### Terrain M3U FWD

Quantity	Part Name	Part No.
1	TRANSMISSION	24283827
6	TRANSMISSION FLUID	88865601 US 19420142 CA
1	SEAL, TRANS FLUID CLR HOSE FTG (O RING) (AT DIFF CLR)	25874797
1	GASKET, EXH SYS INTER	22816982
1	GASKET	23438041
1	BOLT, FRT LWR CONT ARM FRT (SINGLE USE) (ACDelco #11548893)	11548893
2	NUT, RR WHL DRV SHF (M24X1.5,50 OD,22THK)	11611687
2	WASHER, RR WHL DRV SHF	11547142
2	RING	90121202
3	BOLT, ENG MT ENG SI (M12 X 1.75 X 61) (04.085) (ACDelco #11547918)	11547918
7	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M12X1.75X56)	11610906
4	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M12X1.75X90)	11611268
1	BOLT, TRANS MT STRUT (Service Lane Part)	11546386
3	BOLT, TRANS RR MT BRKT (M12X1.75X80.9)	11609598

### Terrain M3U AWD

Quantity	Part Name	Part No.
1	TRANSMISSION	24283828
6	TRANSMISSION FLUID	88865601 US 19420142 CA
1	SEAL, TRANS FLUID CLR HOSE FTG (O RING) (AT DIFF CLR)	25874797
1	GASKET, EXH SYS INTER	22816982
1	GASKET	23438041
1	BOLT, FRT LWR CONT ARM FRT (SINGLE USE) (ACDelco #11548893)	11548893
1	SEAL, PWR TRFER U CVR TO INTER DRV SHF	23206807
1	RETAINER, PWR TRFER U PROP	23206808
2	NUT, RR WHL DRV SHF (M24X1.5,50 OD,22THK)	11611687
2	WASHER, RR WHL DRV SHF	11547142
2	RING	90121202
1	SEAL	84297549
3	BOLT, ENG MT ENG SI (M12 X 1.75 X 61) (04.085) (ACDelco #11547918)	11547918
7	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M12X1.75X56)	11610906
4	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M12X1.75X90)	11611268
3	BOLT, TRANS RR MT BRKT (M12X1.75X80.9)	11609598

Parts should only be ordered when inspection determines that it is necessary. If inspection determines procedure is necessary, use the VIN and the GM Electronic Parts Catalog (EPC) to determine which part to order.

**Important: Due to 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.

# Service Update

## N202321840 Transmission Clutch Spring Retaining Ring



### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105544	Inspect Only – Vehicle <b>Passed</b> Inspection	0.5	ZFAT	N/A
9105545	Replace Transmission (includes inspection)		ZFAT	N/A
	Blazer M3D FWD, Blazer M3T FWD, Blazer M3V FWD	8.0		
	Blazer M3V AWD	10.4		
	Equinox M3D AWD, Terrain M3U AWD, Terrain M3H AWD	8.9		
	Equinox M3D FWD, Terrain M3U FWD, Terrain M3H FWD	7.7		

### Service Procedure

**Important:** This test should be performed with the engine idling and no use of the accelerator pedal (or engine revving).

1. Start vehicle and warm up for 1 minute.
2. Apply the parking brake before starting the test.
3. While applying the brakes AT ALL TIMES, shift the transmission from P (park) to R (reverse), N (neutral) and to D (drive) waiting 3 seconds between shifts.
4. Reverse the steps from D (drive), N (neutral), R (reverse) and to P (park) waiting 3 seconds between shifts while continuing applying the brakes.
5. Repeat this process 30 times and look for a “shift bump” going into or coming out of D (drive).
6. If no shift bumps are felt, no further action is required. Verify the vehicle engages in park and does NOT move or roll with the park brake disengaged.
7. If shift bumps are felt, replace the transmission. Refer to *Transmission Replacement* in SI.

### Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than February 28, 2022.

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.

### Dealer Reports

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

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**

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5643  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 14, 2021

Subject: N202321840 - Service Update  
Transmission Clutch Spring Retaining Ring

Models: 2020-2021 Chevrolet Blazer (RPO M3D, M3V, M3T)  
2020 Chevrolet Equinox (RPO M3D)  
2020-2021 GMC Terrain (RPO M3H/M3U)  
Equipped with Automatic Transmission

To: All General Motors Dealers

General Motors is releasing Service Update N202321840 today. The total number of U.S. vehicles involved is approximately 282. 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 January 15, 2021 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  
GLOBAL SAFETY FIELD INVESTIGATIONS