

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5694
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 25, 2021

Subject: N202319300 - Customer Satisfaction Program
Transmission Clutch Ring Out of Specification

Models: 2021 Cadillac XT4
2021 GMC Terrain
Equipped with 9-speed automatic transmission (RPO M3H or M3U)

To: Select General Motors Dealers

General Motors is releasing Customer Satisfaction Program N202319300 today. The total number of U.S. vehicles involved is approximately 64. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery January 13, 2021. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Customer Letter Mailing

The customer letter mailing will begin in March.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated February 26, 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

Customer Satisfaction Program

N202319300 Transmission Clutch Ring Out of Specification



Release Date: February 2021

Revision: 00

Attention: Vehicles involved in this program were placed on stop delivery January 13, 2021. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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

This program is in effect until March 31, 2023.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	XT4	2021	2021	M3H	9-speed, automatic transmission
GMC	Terrain			M3U	9-speed, automatic transmission

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 Cadillac XT4 and GMC Terrain vehicles, equipped with a 9-speed automatic transmission, may contain transmissions that could shift harshly.
Correction	Dealers are to replace the transmission.

Parts

Quantity	Part Name	Part No.
1	Transmission (M3U, AWD)	24283828
	Transmission (M3H, FWD)	24274847
1	LTG engine catalytic convertor gasket	12609878
1	LYX engine V-band clamp	12643268
1	LYX gasket catalytic to convertor	12641115
10 qts	Dexron VI	88865601 (US) 19420142 (CA)
4	Front Lower Control Arm Front Bolt	11548893
4	Front Lower Control Arm Rear Bolt	11611268
1	Trans Mount Strut Bolt	11609598
1	Trans Mount Strut Bolt	11610916
4	Trans Mount Strut Bracket Bolt	11610906
1	Thread Locking Adhesive	19369733 (US) 10953488 (CA)
1	Trans Fluid Cooler Pipe Fitting Seal	24284737
1	Power Transfer Unit Seal	84297549
1	Power Transfer Unit Prop Shaft Retainer	23206808
1	Power Transfer Unit Half Shaft Retainer Clip	19132950
1	Power Transfer Unit Prop Shaft Seal	23206807
1	Power Transfer Unit Half Shaft Seal	19132944
2	Front Wheel Drive Shaft Nut	11611687
2	Front Wheel Drive Shaft Washer	11547142
2	Front Wheel Drive Shaft Retaining Ring	90121202
1	Prop Shaft to Diff Carrier Seal	23206807
1	Prop Shaft to Diff Carrier Retainer	23206808
1	Exhaust System Intermediate Gasket	22816982
1	Seal - Trans Fluid Cooler Pipe Inlet - Cooler	25874797
1	Seal - Trans Fluid Cooler Pipe Outlet - Cooler	25874797
1	Seal - Trans Fluid Cooler Pipe Outlet - Trans	25874797
1	Dipstick Tube Seal	12670252
3	Engine Coolant	12378390 (US) 10953456 (CA)

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which parts to order for your application.

Customer Satisfaction Program

N202319300 Transmission Clutch Ring Out of Specification



It is estimated that 68 involved vehicles will fail the inspection and require part replacement. **Most of these are commonly bought parts and may already be available in your Dealerships inventory.** Due to the small number of vehicles anticipated that will need this fix 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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105546	Transmission Replacement Terrain XT4	10.7 12.3	ZFAT	N/A
9105558	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	*

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. This reimbursement is limited to the number of days from the date of the stop delivery message (January 13, 2021) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 46 days):

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2021 Cadillac XT4	\$5.44	\$5.29
2021 GMC Terrain	\$4.03	\$4.96

Service Procedure

Replace the Transmission. Refer to *Transmission Replacement (Front Wheel Drive)* or *Transmission Replacement (All Wheel Drive)* 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 March 31, 2023. 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, through March 31, 2023., whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain 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 contain customer names and addresses from Motor Vehicle Registration

Customer Satisfaction Program

N202319300 Transmission Clutch Ring Out of Specification



Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

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 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).

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

N202319300 Transmission Clutch Ring Out of Specification



March 2021

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2021 model year Cadillac XT4 or GMC Terrain may have a condition with a harsh shift.

Your satisfaction with your XT4 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 replace the transmission. This service will be performed for you at **no charge until March 31, 2023**. 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)
Cadillac	1-866-982-2339	1-800-833-2622
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
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
Global Executive Director
Customer Experience Operations

N202319300