

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5704
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 5, 2021

Subject: REVISION – N202321841-01 – Service Update
Transmission Clutch Spring Retaining Ring
Revised Service Procedure, Parts, Warranty section

Models: 2021 Chevrolet Trailblazer
Equipped with Automatic Transmission (RPO M3F)

To: All General Motors Dealers

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 N202321841.

We have also included an updated VIN list with this communication.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N202321841 Transmission Clutch Spring Retaining Ring



Release Date: March 2021

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 N202321841.

Attention: On January 12, 2021 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 9105547. 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.

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 February 28, 2022.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Trailblazer	2021	2021	M3F	Automatic Transmission, 9T4X

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.

Condition	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.
Correction	Dealers will inspect the transmission by following the procedure and if it fails, the transmission will be replaced.

Parts

Trailblazer M3F

Quantity	Part Name	Part No.
1	TRANSMISSION	24283290
6	TRANSMISSION FLUID	88865601 US 19420142 CN
3	SEAL, TRANS FLUID CLR HOSE FTG (O RING) (AT DIFF CLR)	25874797
1	GASKET	42598654
1	GASKET, EXH SYS FRT	13499082
2	NUT, (M12X1.75X95)	11603179
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	42721955
3	BOLT, TRANS (M10X1.5X15 9.8 PL)	11588468
3	BOLT, ENG MT ENG SI (M12 X 1.75 X 61) (04.085) (ACDelco #11547918)	11547918
4	BOLT, DRV MOT MT (RHS) (SINGLE USE) (M10X1.5X50) (04.085)	11546406
3	BOLT, ENG MT ENG SI (M12 X 1.75 X 61) (04.085) (ACDelco #11547918)	11547918
2	BOLT, ENG MT ENG SI (SINGLE USE) (12X1.75X55)	11589276
1	SEAL	84501585
2	BOLT, DRIVETRAIN & FRT SUSP CRADLE RR	11549247
3	BOLT, TRANS MT STRUT BRKT (SINGLE USE) (M12X1.75X56)	11610906
4	NUT, (M12X1.75X95)	11603179
1	BOLT, ENG MT BRKT (SINGLE USE) (M12X1.75X85.9)	11589279

Parts should only be ordered when inspection determines that it is necessary to replace parts.

It is estimated that only 12% involved vehicles will require parts replaced. **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.

Service Update

N202321841 Transmission Clutch Spring Retaining Ring



Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105547	Inspect Only – Vehicle Passed Inspection (No Further Action Required)	0.5	ZFAT	N/A
9105613	Replace Transmission (includes inspection)	10.5	N/A	N/A
9105614	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 (January 12, 2021) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 57 days):

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2021 Chevrolet Trailblazer	\$3.12	\$4.11

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 inspection and service procedure 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/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.

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**