

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5703  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 5, 2021

Subject: REVISION – N202321842-01 – Service Update  
Transmission Clutch Spring Retaining Ring  
Revised Service Procedure, Parts, Warranty section

Models: 2021 Buick Encore GX  
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 N202321842.

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

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS

# Service Update

## N202321842 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 N202321842.

**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 9105549. 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   |     |                              |
| Buick | Encore GX | 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.

|                   |   |
|-------------------|---|
| <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

#### Encore GX M3F

| Quantity | Part Name  | Part No.                   |
|----------|--|----------------------------|
| 1        | TRANSMISSION   | 24283290                   |
| 6        | TRANSMISSION FLUID   | 88865601 US<br>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

## N202321842 Transmission Clutch Spring Retaining Ring



### Warranty Information

| Labor Operation | Description  | Labor Time | Trans. Type | Net Item |
|-----------------|--|------------|-------------|----------|
| 9105549         | Inspect Only – Vehicle <b>Passed</b> Inspection (No Further Action Required) | 0.5        | ZFAT        | N/A      |
| 9105615         | Replace Transmission (includes inspection)                                   | 10.5       | N/A         | N/A      |
| 9105616         | 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 Buick Encore GX | \$3.09                          | \$4.45 |

### 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.



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