



Service Bulletin

Bulletin No.: 21-NA-181

Date: April, 2022

INFORMATION

Subject: Information on 9TH Gear Operation

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission: (9-Speed Automatic)
		from	to	from	to		
Buick	Encore GX	2020	2022	—	—	L3T	M3F
	Envision	2021				LSY	M3G, M3H
Cadillac	XT4	2019				LSY	M3H
	XT5	2020				LSY	M3G
	XT6						
Chevrolet	Blazer	2020				LSY	M3T
	Trailblazer	2021				L3T	M3F
GMC	Acadia	2020				LSY	M3G
	Terrain	2018	LYX	M3U			

Involved Region or Country	North America, Europe, Middle East, Israel, Cadillac Korea (South Korea), China
Condition	Some customers may comment that the transmission doesn't shift into 9th gear or maintain 9th gear operation to customer expectations.
Information	<p>The GM 9-speed transmission does use all 9 gears when most efficient to do so. The vehicle's control system senses the operating conditions and chooses the correct gear to deliver optimum performance and fuel economy. The control calibration is also tailored for each vehicle application and engine type. On the highway for example, optimal fuel economy may actually be achieved in 8th gear rather than 9th gear depending on a number of factors including vehicle speed, engine load, and throttle input. 9th gear is engaged when appropriate.</p> <p>Note: Replacing transmission components or complete assemblies will not change the condition. To ensure 9th gear is operating, verify 9th gear is not being commanded on a test drive. Then with GDS2, manually command 9th gear. If achieved, the vehicle system is operating correctly.</p>

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
8486038*	Confirm 9TH Gear Operation	0.3 hr
*This is a unique Labor Operation for bulletin use only.		

Version	3
Modified	Released August 12, 2021 Revised December 21, 2021 – Added RPO M3H to Envision. Revised April 08, 2022 - Add 2022 Model Year to Terrain.

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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