



Service Bulletin

Bulletin No.: 20-NA-120

Date: November, 2023

INFORMATION

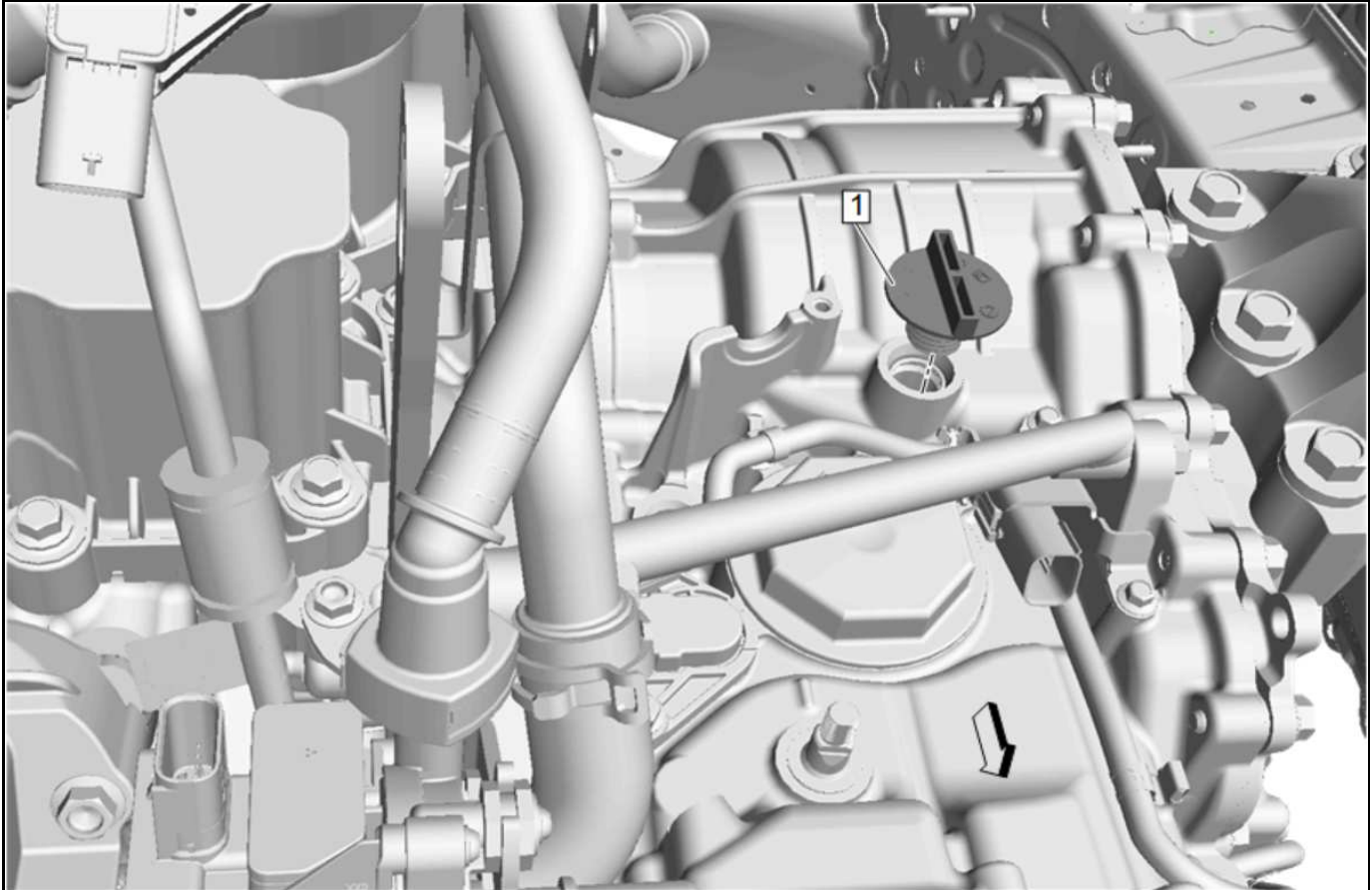
Subject: Information on Malfunction Indicator Lamp (MIL) Illuminated - Multiple DTCs Set

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|---------------------|-------------|------|------|----|---------|---------------------|
| | | from | to | from | to | | |
| Buick | Encore GX | 2020 | 2024 | — | — | — | Automatic (RPO MRG) |
| Chevrolet | Malibu | 2019 | | — | — | | |
| | Trailblazer (VIN M) | 2021 | | — | — | | |

| | |
|-----------------------------------|--|
| Involved Region or Country | North America, Israel, Palestine |
| Condition | <p>Some customers may comment that the MIL is illuminated. If the vehicle has set one of the DTCs listed below and the vehicle has been driven more than 48 km (30 mi) (check DTC data for miles since DTC set), the transmission drive chain or pulleys could be damaged. Use the inspection procedure below to check for possible damage. Also, if during diagnosis of the vehicle the fluid level is observed to be low, 1.0 L (34.0 oz) or more, the chain and pulleys should be inspected for possible damage.</p> <ul style="list-style-type: none"> • P0601 • P0604 • P0658 • P0746 • P0776 • P0796 • P0960 • P0961 • P0962 • P0963 • P0964 • P0965 • P0966 • P0967 • P0970 • P2670 |
| Cause | When these DTCs set, the transmission will default to maximum pressure to protect from damage, however, driving under this maximum condition for too long can damage the drive system. Also, if the vehicle is operated with a low fluid level, it may cause the chain to slip and cause drive system damage. |
| Correction | <p>Note: Borescope SRV3880LNR or equivalent should be used for inspection. The borescope needs to be one that can be articulated. In the U.S, GM has the borescope available in the U.S. dealer loaner program.</p> <p>Inspect the pulley surfaces and chain pin ends for chain slip marks and pulley grooving or scuffing marks with a borescope. The damage typically is most visible on the chain ends but the pulley surface should be checked as well.</p> |

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Service Procedure



The pulley and chain can be accessed through the transmission fluid filler cap (1) at the top of the transmission.

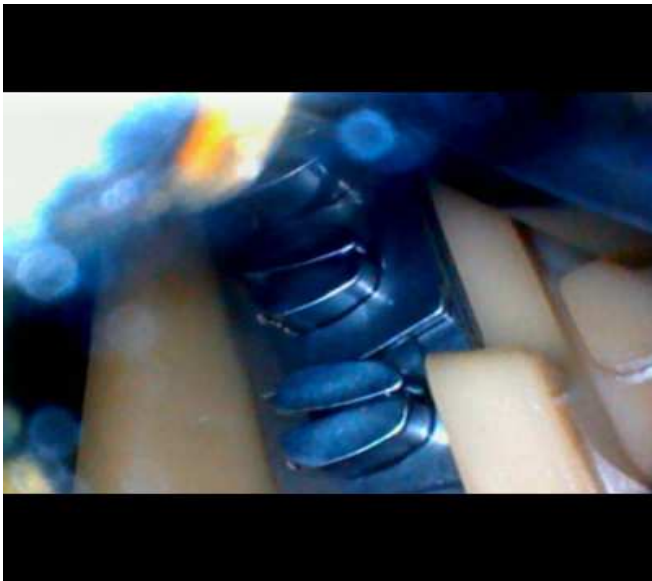
1. Insert the borescope between the chain guard pivot and the inside edge of the primary pulley.



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– Borescope image should look like the example above.

2. Inspect the chain pin ends.



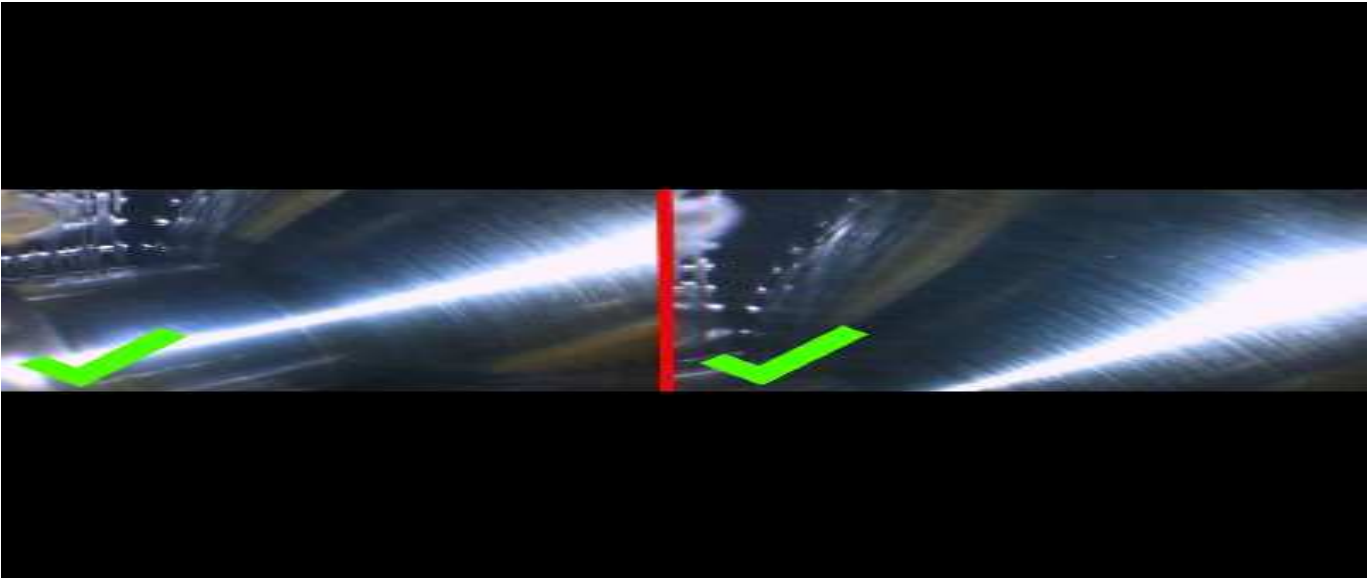
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- If the pin ends have no signs of slip marks, the transmission is OK to be repaired for the cause of the DTC/low fluid level.



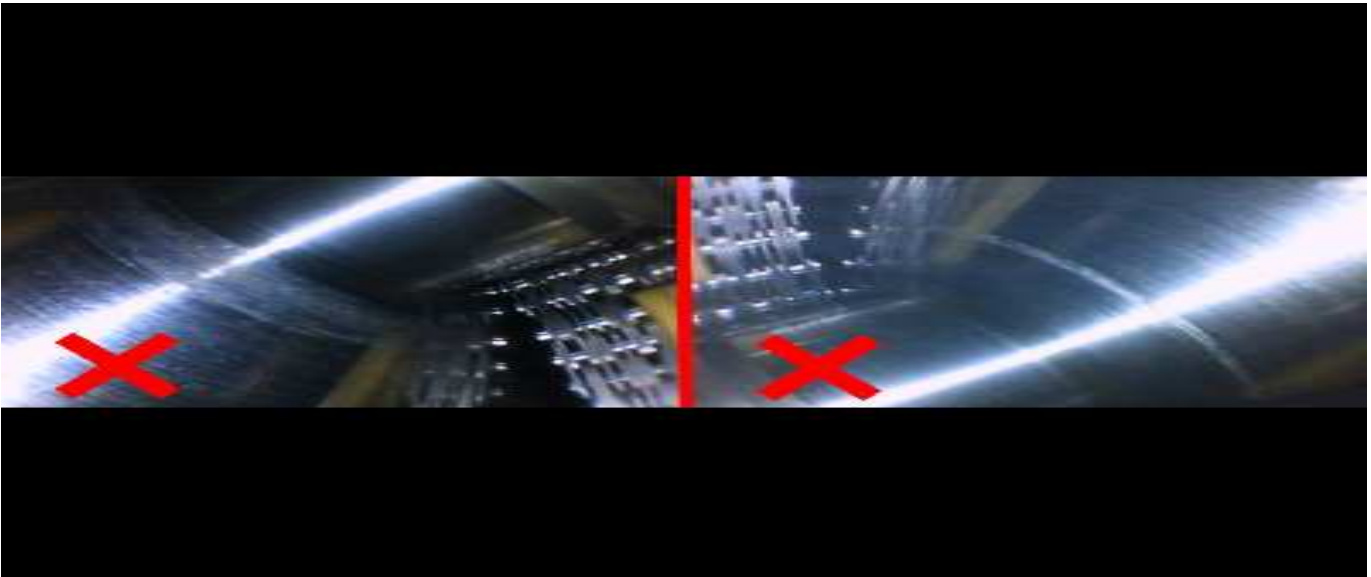
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- If the pin ends have signs of slip marks, the transmission should be replaced, not repaired.
3. Inspect for a damaged pulley surface.



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- If the pulley surfaces do not show signs of damage, the transmission is OK to be repaired for the cause of the DTC/low fluid level.



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- If the pulley surfaces show signs of surface grooving and scuffing, the transmission should be replaced, not repaired.

Parts Information

No parts are required for this repair.

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| Version | 3 |
| Modified | Released June 01, 2020 Revised February 02, 2021 – Added the 2021 Model Year to the Encore GX and Malibu and updated the Involved Region or Country section. Revised November 07, 2023 - Added 2023 to 2024 Model Years. |

