



# Service Bulletin

Bulletin No.: 18-NA-035

Date: January, 2024

## INFORMATION

**Subject: Information on Transmission No Command Overdrive Ranges During Cold Ambient Temperatures**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission: (Automatic)				
		from	to	from	to						
Buick	Encore	2018	2022	—	—	LE2, LUV	MNH				
Cadillac	XT4	2019	2024			—	—	LSY	M3H		
	XT5	2020							—	—	M3G
	XT6										
Chevrolet	Cruze (Gen II - B)	2018	2019			—	—	LE2	MNU		
	Equinox		2024					LYX, LSD	MNH		
	Malibu		2019								
	Trax		2022								
GMC	Acadia	2020	2023			—	—	LSY	M3G		
	Terrain		2024					LYX, LSD	M3U		
Holden	Equinox	2018	2020	—	—	1.5L	6-Speed				
	Trax					1.4L					

<b>Involved Region or Country</b>	North America, Brazil, Colombia, Ecuador, Chile, Uruguay, Peru, Paraguay, Argentina, Europe, Middle East, Israel, GM Korea Company, China, Australia/New Zealand, Egypt, South Africa
<b>Condition</b>	Some customers may comment that the transmission will not shift into overdrive range during cold ambient temperatures.
<b>Information</b>	<p>This condition may be caused by the engine control system detecting conditions that indicate the freezing of moisture in the charge air cooler.</p> <p><b>Note:</b> Diagnostic aid overdrives ranges can only be commanded with GDS tool to confirm correct transmission operation.</p> <p>When the control system detects the above conditions and the ambient temperature is either below -10°C (14°F) or slightly above -10°C (14°F) with high moisture, but not frozen, it takes the following actions:</p> <ul style="list-style-type: none"> <li>• Requests a lower gear than normal (resulting in higher RPM).</li> <li>• The system will enable the condition as needed to prevent freezing.</li> </ul> <p>⇒ This strategy is to prevent a potential excessive air restriction due to an icing condition, which would lead to a P0299 DTC and reduced engine power mode.</p> <p>Explain to the customer that their vehicle is operating normally. Do not attempt to repair or replace any parts to alter the original vehicle design intent. You may wish to give the customer a copy of this bulletin.</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.**

Version	7
Modified	<p>Released February 2, 2018</p> <p>Revised February 12, 2018 – Updated the temperature readings to 0°C (32°F) and removed a transmission for the Terrain.</p> <p>Revised February 21, 2019 – Removed M3U from Equinox, revised the Subject title, added a Note and temperature slightly above 0°C (32°F) to the Information section.</p> <p>Revised February 3, 2020 – Added the 2020 Model Year.</p> <p>Revised February 09, 2021 – Added the Chevrolet and Holden Trax Model, Holden Equinox, 2021 Model Year to applicable vehicles and updated the Involved Region or Country section.</p> <p>Revised February 01, 2023 – Removed Encore (VIN J), added Additional Models, added 2022 and 2023 Model Years to applicable vehicles, updated Involved Region or Country section and replaced 0°C (32°F) with -10°C (14°F) in Information section.</p> <p>Revised January 23, 2024 – Added the 2024 Model Year to Applicable Models.</p>

