



Service Bulletin

Bulletin No.: 24-NA-009

Date: March, 2024

TECHNICAL

Subject: Loss of Forward Gear, Slipping, Malfunction Indicator Lamp Illuminated - DTC P2714 Set

This Service Bulletin replaces PIP5819B. Please discard all versions of PIP5819.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore GX	2020	2024	All	All	All	VT40 CVT Automatic (MRG)
Chevrolet	Malibu	2019					
Chevrolet	Trailblazer	2021					

Involved Region or Country	North America, Israel, Middle East, GM Korea Company, China
Condition	<p>Some customers may comment on one or more of the following conditions:</p> <ul style="list-style-type: none"> ⇒ Loss of Forward Gear ⇒ Slipping ⇒ Malfunction Indicator Lamp Illuminated <p>Technicians may find DTC P2714 (Transmission Control Solenoid Valve 4 Stuck Off) set in the Transmission Control Module (TCM).</p>
Cause	<p>Note: This condition may be intermittent or not reproduceable.</p> <p>This condition may be caused by the clutch regulator valve sticking in the valve body; Damage to the forward clutch piston and/or wear in the Primary Pulley Bearing Bore causing damage to the case.</p>

<p>Correction</p>	<p>Verify DTC P2714 is set current or history. Verify the transmission fluid is at the proper level following SI document 4818020. Note: The transmission fluid temperature must be between 60°-80°C (140°-176°F) to properly check the fluid level and to perform the following procedures.</p> <ol style="list-style-type: none"> 1. If the fluid level is correct, with the transmission at operating temperature, drive the vehicle and verify if there is a slip or lack of engagement in drive. 2. If there is no slip in drive, clear the DTCs. 3. Drive the vehicle, ensuring the vehicle is at operating temperature. 4. If the DTC does not immediately reset and there is no slip condition or no loss of drive felt, perform 3 to 4 WOT accelerations. 5. If the DTC does not reset, replace the valve body (Not the solenoid valve body) and re-evaluate. <p>If DTC P2714 re-sets, check the following:</p> <ul style="list-style-type: none"> • No forward motion but does have reverse • Slips under heavy acceleration • The DTC or the concern is repeatable • If there is a drop in Primary and Secondary pulley pressure drop due to leak • If the Primary and Secondary Pulley pressure drop on auto stop <p>– Pressure on auto stop should be around 400 kPa. – If below 300 kPa, this may indicate that there could be a piston seal leak.</p> <p>If there is a loss of drive, slipping, the fluid has a burnt odor, or any of the above indicators are present, the transmission will need to be disassembled and inspected. Refer to the Service Procedure below.</p>
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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.

Note: The first 2 graphics show the outside of the pump, and the second 2 graphics show the wear that is found internal to the pump when wear to the Primary Pulley Bearing Bore is found.

Service Procedure

Remove and disassemble the transmission.



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Inspect the Forward Clutch Piston for damage along the side.



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If the Forward clutches are worn and there is damage seen to the Forward Clutch Piston, then replace the Forward Clutch Piston and Housing and the applicable apply components as needed.

If there is no damage to the Forward Clutch Piston, inspect the pump for signs of wear.

If signs of wear are seen as shown, this indicates the Primary Pulley Bearing has spun in the bore and is allowing the Turbine Shaft to become off center. When this happens, it causes a pressure leak.

If this concern is found, the transmission will need to be replaced.

Note: The Primary Pulley Bearing is installed on the inside of the case on the primary pulley. This area of the transmission cannot be accessed for inspection. Inspection of the pump for DTC P2714 and no concern found with the Forward Clutch Piston is critical.

Parts Information

Note: Only select the parts that coincide with the repair performed. Replace the part with the P/N outlined in the Electronic Parts Catalog (EPC) in accordance with the vehicle VIN.

Causal Part	Description	Part Number	Qty
X	Control Valve Body	See Electronic Parts Catalog (EPC)	1
X	Forward Clutch Piston	See EPC	1
X	Forward Clutch Plate (Fiber)	See EPC	2
X	Forward Clutch Apply Plate	See EPC	1
X	Forward Clutch Plate (Waved)	See EPC	1
X	Forward Clutch Plate (Steel)	See EPC	1
X	Forward Clutch Piston Dam	See EPC	1
X	Forward Clutch Piston Housing	See EPC	1
X	Transmission Assembly	See EPC	1
N/A	FLUID	See EPC	As Required

Warranty Information

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

Labor Operation	Description	Labor Time
8463690	Control Valve Body Replacement	Use Published Labor Time
8465430	Forward Clutch Replacement	
8464670	Transmission Replacement	

Version	2
Modified	Released January 10, 2024 Revised March 25, 2024 - Added the 2024 Model Year.

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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