



Service Bulletin

Bulletin No.: 24-NA-061

Date: March, 2024

INFORMATION

Subject: Information on Transmission Doesn't Shift and/or Hold 8th Gear

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Traverse	2024	2024			LK0	MF8
GMC	Acadia						

Involved Region or Country	North America, Europe, Middle East, Israel, Cadillac Korea (South Korea), China - SGM, Australia/New Zealand
Condition	Some customers may comment that the transmission doesn't shift into 8th gear or maintain 8th gear operation to customer expectations.
Information	<p>Note: Replacing transmission components or complete assemblies will not change the condition. To ensure 8th gear is operating, verify 8th gear is not being commanded on a test drive. Then with GDS2 manually command 8th gear if achieved the vehicle system is operating correctly.</p> <p>GM 8-speed transmissions does use all 8 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 be achieved in 7th gear rather than 8th gear depending on several factors including vehicle speed, engine load, and throttle input. 8th gear is engaged when appropriate.</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.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty 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 8/9th Gear Operation	0.3 hr

*This is a unique Labor Operation for Bulletin use only.

Version	1
Modified	Released March 25, 2024

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.



**WE SUPPORT VOLUNTARY
TECHNICIAN
CERTIFICATION**