

GENERAL MOTORS
DCS6892
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 13, 2024

Subject: Upcoming Service Update Bulletin N242446290 – Incomplete Remedy Not Available

Models: 2024 Buick Encore GX
2024 Cadillac XT4, XT5 and XT6
2024 Chevrolet Blazer
2024 Chevrolet Trailblazer
2024 Chevrolet Traverse
2024 Chevrolet Traverse Limited
2024 GMC Acadia
2024 GMC Terrain

To: All General Motors Dealers

Effective immediately, certain 2024 model year Buick Encore GX, Cadillac XT4, XT5, XT6, Chevrolet Blazer, Trailblazer, Traverse, Traverse Limited, GMC Acadia and Terrain vehicles have been placed in Incomplete Remedy Not Available status in IVH. These VINs are in transit or in new vehicle inventory. Some of these vehicles may have a condition in which the clutch backing plate retaining ring and/or the clutch piston retaining ring inside the transmission are out of specification. The upcoming Service Update Bulletin number is N242446290.

GM will be releasing the service bulletin and service procedure in the near future. All product field actions, including the upcoming Service Update Bulletin must be completed before delivering these vehicles to customers. Involved vehicles must be held until further notice.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated with a VIN Status as "Incomplete Remedy Not Available" on May 13, 2024. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory.

When we have a sufficient quantity of parts available the bulletin will be released and vehicles can be repaired. We expect to have more information in the near future.

END OF MESSAGE