



Preliminary Information

PIP5980 No Vehicle Movement

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Encore GX	2024	All	All	All	MRG
Chevrolet	Malibu	2024	All	All	All	MRG
Chevrolet	Trailblazer	2024	All	All	All	MRG

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Involved Region or Country:	North America
Condition:	Some Customers may bring their vehicle in with no Drive or no Reverse. DTC'S P2714 or P0722 may set.
Cause	This may be caused by the reverse internal gear retaining ring coming out of the retaining groove.

Correction:

This concern will be present only on vehicles with less than 1000 Miles.

The customer may have their vehicle towed in with a no movement concern.

The technician may find no DTC'S or a combination of P2714 and P0722 setting.

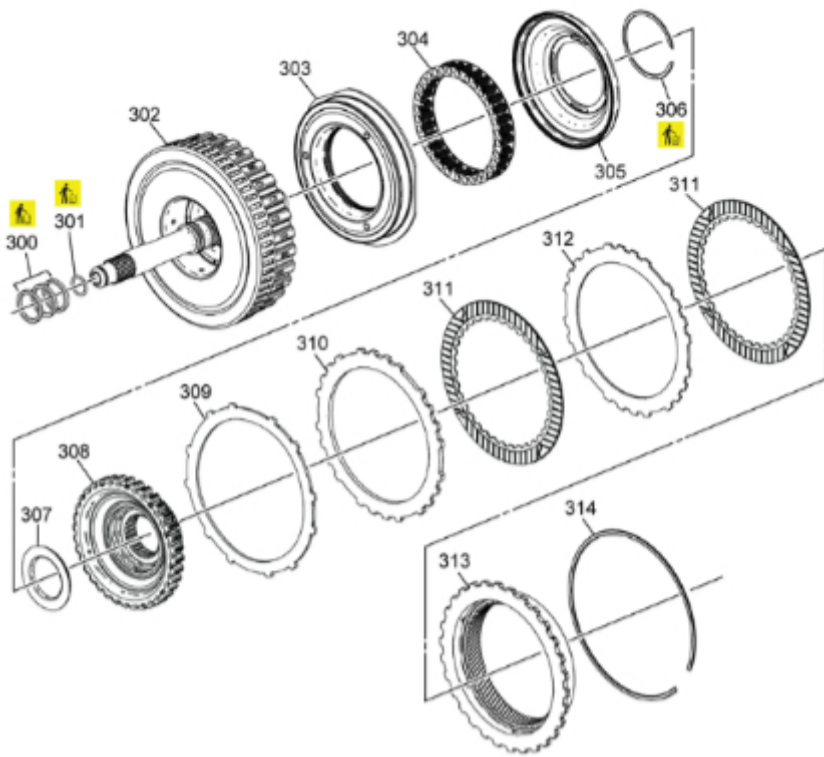
Prior to replacement of the valve and solenoid body please follow the procedure below.

If this is found on a low mileage vehicle, first verify fluid level is full and clean.

From there inspect the chain per bulletin [20-NA-120](#).

If no damage is seen to the chain, and the vehicle has less than 1000 miles on it remove the transmission and inspect the Forward Clutch assembly.

If the reverse internal retaining ring is found dislodged (Item 314 in the picture below) please replace the forward clutch housing and the reverse internal retaining ring along with any other damaged components as seen.



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
8465430	Forward Clutch Replacement	See Labor Time Guide

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Version History

Version	1
Modified	05/08/2024- Created on.



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