



Service Bulletin

Bulletin No.: 24-NA-141

Date: July, 2024

INFORMATION

Subject: Information on Transmission Core Damage

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|---|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Buick | GM Passenger Cars, SUVs, Light/Medium Duty Trucks | 2000 | 2024 | — | — | — | All |
| Cadillac | | | | | | | |
| Chevrolet | | | | | | | |
| GMC | | | | | | | |

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|-----------------------------------|--|
| Involved Region or Country | North America, Argentina, Brazil, Bolivia, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Venezuela, Europe, Uzbekistan, Russia, Middle East, Iraq, Israel, Palestine, Japan, Cadillac Korea (South Korea), GM Korea Company, China, Taiwan, Thailand, Singapore, Philippines, Caribbean, Egypt, Other Africa, South Africa |
| Information | <p>GM is receiving a lot of damaged (cracked or broken) transmission cores returned to the reman facilities. This damage makes the cores useless and unable to be used in the reman process.</p> <p>The damage is being caused either in the removal process by the technician, or inadequate packaging or shipping.</p> <p>This bulletin will address the concern and advise the dealers to be more careful not to damage the transmissions during removal and to package the core properly for return.</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.

Additional Information

Transmission cores are returned to be used in the remanufacturing process. Any transmission cores that are returned damaged and deemed not usable in the remanufacturing process will be open to having the core credit denied. Any transmission that is returned on a special project and is found to have physical damage that deems the transmission case not usable in the remanufacturing process will be issued a feedback.

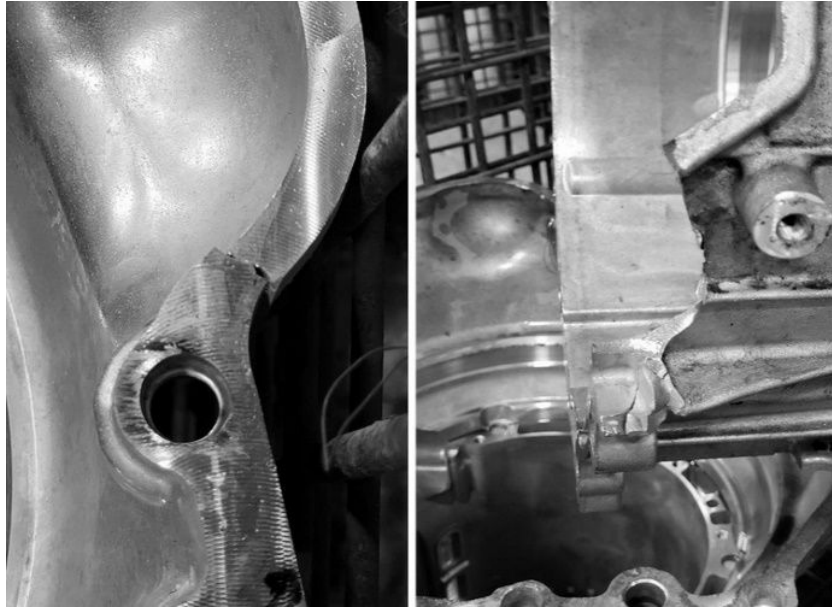
- Follow steps in Service Information for proper removal and refrain from damaging cores. Use care to verify the cores are usable and packaged correctly to protect from damage in shipping.

Feedback will be issued for the following reasons:

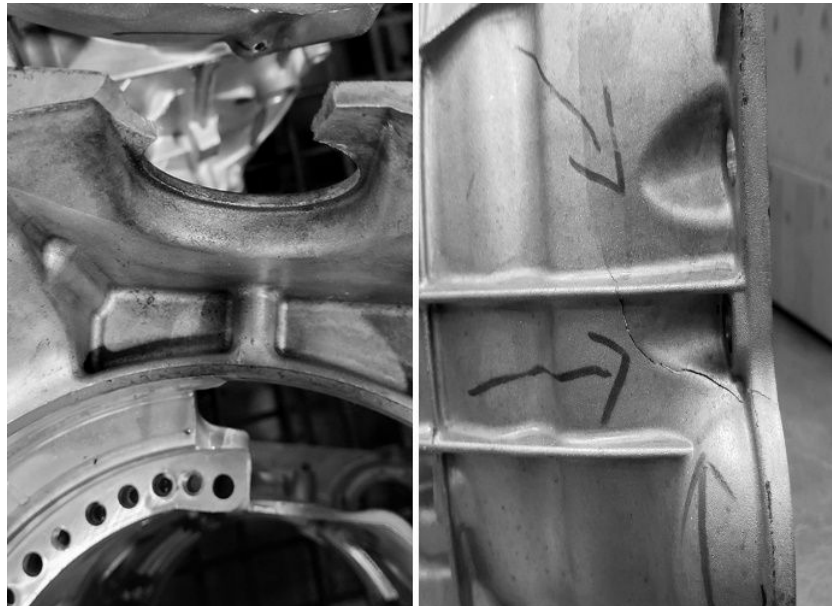
- Failure or damage due to abuse during removal or packaging.
- Non-Return of Parts.
- Any cracks, broken sections, or non-repairable damage to the transmission case.

Please refer to the latest version of Service Bulletin #99-00-89-019: Global Warranty Management (GWM) Warranty Parts Center (WPC) Parts Return Program for more information.

Examples of cores that will not be accepted for credit:



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| Version | 1 |
| Modified | Released July 24, 2024 |

