

Customer Satisfaction Program

N242444550 Torque Converter Spring Retainer Out of Specification



Release Date: October 2024

Revision: 00

Attention: This program is in effect until October 31, 2026.

| Make | Model | Model Year | | RPO | Description |
|-----------|---------|------------|------|-----|-------------|
| | | From | To | | |
| Chevrolet | Equinox | 2024 | 2024 | | |

Involved vehicles are marked "Open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

| | |
|-------------------|--|
| Condition | Certain 2024 model year Chevrolet Equinox vehicles may have a condition in which the torque converter spring retainer is out of specification. |
| Correction | Dealers are to inspect, and if necessary, replace the transmission or torque converter. |

Parts

| Quantity | Part Name | Part No. |
|-------------------------------|---|---------------------------------|
| 1 | Torque Converter | 24281748 |
| 1 | Transaxle ASM-Auto | 24053955 |
| 1 | Transaxle ASM-Auto | 24053956 |
| As Req'd (up to 12 Qts) | Fluid – Auto Trans | 88865601 (US) 19421425 (CAN) |
| As Req'd | LUBRICANT, POWER TRANSFER UNIT | 19351882 (US) 19351883 (CAN) |
| As Req'd | LUBRICANT, CHASSIS | 01051344 (US) 19418762 (CAN) |
| 1 | GASKET, EXH MUFF | 22816982 |
| 1 | GASKET, EXH SYS FRT | 23238284 |
| 1 | CLAMP ASM, EXH PIPE | 12643268 |
| 1 | GASKET, CTLTC CONV | 12641115 |
| 1 | GASKET, INT MANIF | 12637018 |
| 1 | GASKET, THROT BODY | 12637017 |
| 1 | SEAL, TRANS FLUID CLR PIPE FTG | 25874797 |
| 1 | BOLT, TRANS MT STRUT RR (AWD) | 11610916 |
| 2 | SEAL, PWR TRFER U PROP SHF (O RING) (AWD) | 23206807 |
| 2 | RETAINER, PWR TRFER U PROP SHF (AWD) | 23206808 |
| 2 | NUT, FRT WHL DRV SHF | 11611687 |
| 1 | RING, FRT WHL DRV SHF RET (AWD) | 90121202 |
| 2 | WASHER, FRT WHL DRV SHF | 11547142 |
| 1 | SEAL, PWR TRFER U HALF SHF (O-Ring) (AWD) | 19132944 |
| 1 | CLIP, PWR TRFER U HALF SHF RET (AWD) | 19132950 |
| 3 | BOLT, TRANS MT | 11547918 |
| 1 | SEAL, PWR TRFER U FACE (AWD) | 84297549 |
| 2 | BOLT, FRT CRADLE (AWD) | 11588738 |
| 3 | BOLT, TRANS MT STRUT BRKT (AWD) | 11610904 |
| 4 | BOLT, TRANS MT STRUT BRKT (FWD) | 11610904 |
| 1 | BOLT, TRANS MT STRUT RR (FWD) | 11546386 |
| 2 | RING, FRT WHL DRV SHF RET (FWD) | 90121202 |
| 1 | BOLT, TRANS MT STRUT (AWD) | 11609598 |
| 1 | FILTER ASM-A/TRNS FLUID | 24274649 |
| 1 | GASKET-T/CV HSG | 24066166 |

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which parts to order.

Reminder: Parts may be removed from SPRINT and Retail Inventory Management (RIM) and be non-returnable. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect. There is a small number of vehicles anticipated that will need this fix. **Due to the limited initial parts availability, dealers are**

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encouraged not to order these parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace the Torque Converter or Transmission.

Warranty Information

| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|--|------------|-------------|----------|
| 9107621 | Transmission Replacement (includes inspection) LFV, LYT, LYX with AWD LFV, LYT, LYX with FWD | 9.7 8.5 | ZFAT | * |
| 9107622 | Torque Converter Replacement (includes inspection) LFV, LYT, LYX with AWD LFV, LYT, LYX with FWD | 9.7 8.5 | ZFAT | * |

*The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for Chassis Lubricant needed to perform the required repairs, not to exceed \$0.30 USD, \$0.40 CAD.

Service Procedure

1. Remove the Transmission. Refer to [Transmission Replacement](#).
2. Remove the Torque Converter Housing. Refer to [Torque Converter Housing with Fluid Pump Assembly Removal](#).
3. Remove the Front Differential Carrier Baffle. Refer to [Transmission Fluid Pump, Front Differential Carrier Baffle, and Front Differential Ring Gear Removal](#).



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4. Inspect the magnet located on the top of the fluid filter assembly.
 - If excessive debris (as indicated in the above image) is found, replace the Transmission. Refer to [Transmission Replacement](#), and then skip to step 9.
 - If the magnet DOES NOT contain excessive debris, proceed to step 5.
5. Replace the Transmission Fluid Filter Assembly. Rotate the Filter Assembly away from the Torque Converter Housing to allow enough clearance to be removed. If enough clearance cannot be gained, it may be necessary to

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loosen the Transmission Fluid Pump bolts. Refer to [Transmission Fluid Pump, Front Differential Carrier Baffle, and Front Differential Ring Gear Installation](#).

6. Install the Torque Converter Housing. Refer to [Torque Converter Housing with Fluid Pump Assembly](#).

NOTE: Procedure **MUST** be followed to avoid damaging the Torque Converter Seal.

7. Install a NEW Torque Converter. Refer to [Torque Converter Installation](#).
8. Reinstall the Transmission. Refer to [Transmission Replacement](#).
9. Fill transmission fluid and set the proper fluid level. Refer to [Transmission Fluid Level and Condition Check](#).

Dealer Responsibility

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through October 31, 2026. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through October 31, 2026, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

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October 2024

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2024 model year Chevrolet Equinox may have a condition in which the torque converter spring retainer is out of specification.

Your satisfaction with your Equinox is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will inspect, and if necessary, replace the transmission or torque converter. This service will be performed for you at **no charge until October 31, 2026**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

| Division | Number |
|-----------------------|----------------|
| Chevrolet | 1-800-222-1020 |
| Puerto Rico – English | 1-866-467-9700 |
| Puerto Rico – Español | 1-866-467-9700 |
| Virgin Islands | 1-866-467-9700 |

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Equinox provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N242444550

GENERAL MOTORS
DCS7040
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 1, 2024

Subject: N242444550 - Customer Satisfaction Program
Torque Converter Spring Retainer Out of Specification

Models: 2024 Chevrolet Equinox

General Motors is releasing Customer Satisfaction Program N242444550 today.

What Should Dealers Do: Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin and it will also be displayed in Service Information tomorrow.

A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE