

GENERAL MOTORS
DCS7094
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 9, 2024

Subject: N242473580 - Customer Satisfaction Program
Misassembled Transmission Shaft Seal

Models: 2025 Buick Enclave
2024 - 2025 Chevrolet Traverse
2024 GMC Acadia

General Motors is releasing Customer Satisfaction Program N242473580 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.

The Stock VIN list of vehicles in dealer inventory is attached to this message. Note: this list is only accurate at the time of report creation and all VINs should be validated in IVH prior to repair.

END OF MESSAGE

Customer Satisfaction Program

N242473580 Misassembled Transmission Shaft Seal



Release Date: December 2024

Revision: 00

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

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Enclave	2025	2025		
Chevrolet	Traverse	2024	2025		
GMC	Acadia	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 vehicles listed above, may have a condition in which the transmission turbine shaft seal was misassembled.
Correction	Dealers will replace the transmission turbine shaft seal.

Parts

Quantity	Part Name	Part No.
1	Turbine Shaft Seal	24042342
1	Torque Converter	24057901
10-14 Qt (US) 8.5-9.5 L (CA)	Fluid-A/Trans (DEXRON®VI)	88865601 (US) 19421425 (CA)
As Req'd	COOLANT-ENGINE (DEX-COOL®)	12346290 (US) 10953464 (CA)
4	BOLT/SCREW-RR SUSP CRADLE RR	11547841
1	GASKET-EXH SYS INTER	26416290
1	GASKET-EXH SYS RR	26381263
1	GASKET-TURBO EXH PIPE	12739848
3	SEAL, TRANS FLUID CLR	25874797
1	RING, FRT WHL DRV SHF RET	90223082
2	WASHER, FRT WHL DRV SHF	11611965
2	NUT, FRT WHL DRV SHF	11612295
3	BOLT, FRT WHL DRV INTER SHF BRKT (FWD ONLY)	11588728
2	SEAL, PWR TRFER U PROP SHF O-RING (W/ AWD)	23321677
2	RETAINER, PROP SHF TO DIFF CARR INTERFACE (W/ AWD)	23432713
1	SEAL, PWR TRFER U HALF SHF O-RING (W/ AWD)	19132944
2	BOLT, TRANS RR MT (W/ AWD)	11549251
3	BOLT, TRANS RR MT BRKT (W/ AWD)	11609605
1	CLIP, PWR TRFER U HALF SHF RET (W/ AWD)	19132950
1	SEAL, PWR TRFER U INTERFACE O-RING (W/ AWD)	23277803

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 encouraged not to order these parts for use as shelf stock.**

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107723	To Replace Turbine Shaft Seal (Includes Torque Converter Replacement if Applicable) FWD AWD	9.9 12.2	ZFAT	N/A

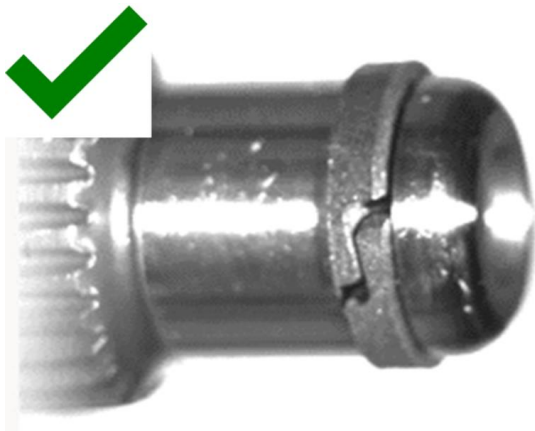
Service Procedure

1. Remove the Torque Converter. Refer to *Torque Converter Replacement* in SI.



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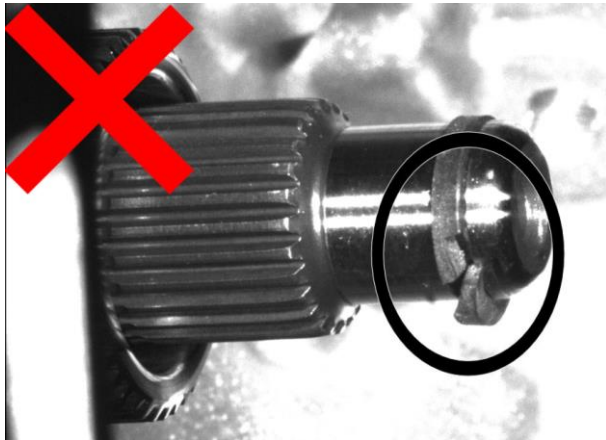
2. Inspect the Turbine Shaft Seal for a damaged or missing condition similar to the picture above.
3. If the Turbine Shaft Seal is damaged or missing, the Torque Converter **MUST** be replaced. If the original seal is intact, replace the Turbine Shaft Seal **ONLY**, following the procedure below.
4. Remove the Turbine Shaft Seal and clean any debris from the seal groove.



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Customer Satisfaction Program

N242473580 Misassembled Transmission Shaft Seal



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Caution: DO NOT overstretch the turbine shaft seal during installation. A properly installed seal will appear centered in the turbine shaft groove with very little gap at the seal expansion joint. Failure to install the seal correctly may result in deformation of the seal and internal transmission damage.

5. Press a NEW Turbine Shaft Seal onto the turbine shaft. Ensure that the z lock groove is interlocked and aligned as shown in the image above. If the seal is not properly aligned, it will break when the Torque Converter is installed.
6. Install the Torque Converter. A NEW Torque Converter must be installed if the original seal was damaged or missing. Refer to *Torque Converter Installation* in SI.
7. Install the Transmission. Refer to *Automatic Transmission Removal and Installation* in SI.
8. Fill the transmission to the proper level with NEW transmission fluid. Refer to *Transmission Fluid Drain and Fill* in SI.
9. If the Turbine Shaft Seal and Torque Converter were replaced, perform the transmission service fast learn. Refer to *Transmission Service Fast Learn Procedure* in SI.

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 the end date as noted in the Attention box. 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 the end date as noted in the Attention box, 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.

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N242473580 Misassembled Transmission Shaft Seal



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 sample customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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**

Customer Satisfaction Program

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

Dear General Motors Customer:

We have learned that your GM vehicle may have a condition in which the transmission turbine shaft seal was misassembled.

Your satisfaction with your vehicle 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 replace the transmission turbine shaft seal. This service will be performed for you at **no charge until December 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
Buick	1-800-521-7300
Chevrolet	1-800-222-1020
GMC	1-800-462-8782
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 GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N242473580