



Service Bulletin

Bulletin No.: 21-NA-181

Date: November, 2024

INFORMATION

Subject: Information on 9TH Gear Operation

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission: (9-Speed Automatic)
		from	to	from	to		
Buick	Encore GX	2020	2025	—	—	L3T	M3F
	Envision	2021				LSY	M3G, M3H
Cadillac	XT4	2019	2025			LSY	M3H
	XT5	2020				LSY	M3G
	XT6						
Chevrolet	Blazer	2020	2025			LSY	M3T
	Trailblazer	2021				L3T	M3F
GMC	Acadia	2020	2023			LSY	M3G
	Terrain	2018	2024			LYX, LSD	M3U

Involved Region or Country	North America, Europe, Middle East, Israel, Cadillac Korea (South Korea), China
Condition	Some customers may comment that the transmission doesn't shift into 9th gear or maintain 9th gear operation to customer expectations.
Information	<p>The GM 9-speed transmission does use all 9 gears when most efficient to do so. The vehicle's control system senses the operating conditions and chooses the correct gear to deliver optimum performance and fuel economy. The control calibration is also tailored for each vehicle application and engine type. On the highway for example, optimal fuel economy may be achieved in 8th gear rather than 9th gear depending on a number of factors including vehicle speed, engine load, and throttle input. 9th gear is engaged when appropriate.</p> <p>Note: Replacing transmission components or complete assemblies will not change the condition. To ensure 9th gear is operating, verify 9th gear is not being commanded on a test drive. Then with GDS2, manually command 9th gear. If achieved, the vehicle system is operating correctly.</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.

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
8486038*	Confirm 9TH Gear Operation	0.3 hr
*This is a unique Labor Operation for bulletin use only.		

Version	6
Modified	Released August 12, 2021 Revised December 21, 2021 – Added RPO M3H to Envision. Revised April 08, 2022 - Add 2022 Model Year to Terrain. Revised August 29, 2022 - Add 2023 Model Year. Revised August 08, 2023 - Add 2024 Model Year and Added Engine RPO LSD to Terrain. Revised November 18, 2024 - Added 2025 to Applicable Models.

