



Service Bulletin

Bulletin No.: 24-NA-242

Date: January, 2025

TECHNICAL

Subject: Humming and/or Growling Noise, Transmission Shudder

Brand:	Model:	Model Year:		Build Date:		Engine:	Transmission :
		from	to	from	to		
Buick	Envista	2024	2024	—	—	—	6T40 Automatic (MNH)
Chevrolet	Trax						

Involved Region or Country	North America
Condition	Some customers may comment that the vehicle has a humming noise and/or growl when driving between 45-85 km/h (28-53 mph). - It may also be described as driving over rumble strips and/or a vehicle shudder at the same speeds.
Cause	This condition may be caused by Internal torque converter failure, causing higher slipping.
Correction	Important: Bulletin 23-NA-194 should be reviewed and completed before re-evaluating the vehicle for this concern. The customer concern is similar, and the repair is much more likely to resolve the vehicle concern. If bulletin 23-NA-194 has been completed and the condition remains in the vehicle, replace the torque converter assembly. If the radio software is up-to-date, replace the torque converter.

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.

Service Procedure

Replace the torque converter. Refer to *Torque Converter Removal* and *Torque Converter Installation*.

Parts Information

Note: Only select the parts that coincide with the repair performed. Replace the part with the P/N outlined in the Electronic Parts Catalog (EPC) in accordance with the vehicle VIN.

Causal Part	Description	Part Number	Qty
X	CONVERTER ASM-TORQ	24042053	1
		24047268	
N/A	FLUID, TRANS	Refer to EPC	As Required

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
8486438*	Evaluate Vehicle for Torque Converter Replace	0.3 hr
Add	Torque Converter Replacement	7.6 hrs
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released January 10, 2025

