

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5642
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 12, 2021

Subject: N202321843 - Service Update
Transmission Clutch Spring Retaining Ring

Models: 2020-2021 Cadillac XT4
Equipped with Automatic Transmission (RPO M3H)

To: All General Motors Dealers

General Motors is releasing Service Update N202321843 today. The total number of U.S. vehicles involved is approximately 315. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated January 13, 2021 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N202321843 Transmission Clutch Spring Retaining Ring



Release Date: January 2021

Revision: 00

Attention: This bulletin contains an inspection procedure for vehicles that are in dealer inventory. Vehicles that pass the inspection procedure contained in this bulletin can be sold and delivered to the customer. **Vehicles that DO NOT PASS the inspection procedure contained in this bulletin cannot be sold or delivered to the customer.** When parts become available, a revision will be made to this bulletin to allow for the repair of these vehicles, and floor plan reimbursement will also be added for vehicles which did not pass the inspection procedure.

Vehicles that pass this inspection procedure can be delivered and closed using the “Inspect Only – Vehicle Passed Inspection (No Further Action Required)” labor code 9105551.

All involved vehicles that are in New and Unsold dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the inspection contained in this bulletin has been performed on the vehicle.

This service update involves vehicles in dealer inventory only and will expire February 28, 2022.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	XT4	2020	2021	M3H	Automatic Transmission, 9T50

This inspection procedure should be performed on vehicles in dealer inventory only. 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	On certain vehicles equipped with automatic transmissions, the clutch spring retaining ring may not be fully seated. Vehicles with this condition may set DTC Code P0747 and the MIL light (malfunction indicator light) will illuminate. This typically occurs at low mileage.
Correction	Dealers are to perform the inspection procedure contained within this bulletin.

Parts

No parts are required for this inspection procedure.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105551	Inspect Only – Vehicle Passed Inspection (No Further Action Required)	0.5	ZFAT	N/A
9105552	Inspect Only – Vehicle Did Not Pass Inspection and Will Require Repair – claim submission will not close field action	0.5	ZFAT	N/A

Important: Please select the appropriate labor code when submitting the claim. 9105551 should only be used if the vehicle PASSED the inspection.

Note: When parts become available and the revised bulletin is released, Floor Plan Reimbursement will be included for vehicles which did not pass the inspection procedure.

Service Update

N202321843 Transmission Clutch Spring Retaining Ring



Service Procedure

Important: This test should be performed with the engine idling and no use of the accelerator pedal (or engine revving).

1. Start vehicle and warm up for 1 minute.
2. Apply the parking brake before starting the test.
3. While applying the brakes AT ALL TIMES, shift the transmission from P (park) to R (reverse), N (neutral) and to D (drive) waiting 3 seconds between shifts.
4. Reverse the steps from D (drive), N (neutral), R (reverse) and to P (park) waiting 3 seconds between shifts while continuing applying the brakes.
5. Repeat this process 30 times and look for a "shift bump" going into or coming out of D (drive).
6. If no shift bumps are felt, no further action is required. Verify the vehicle engages in park and does NOT move or roll with the park brake disengaged.
7. If shift bumps are felt, engage the parking brake and hold vehicle until further instructions.

Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update inspection has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than February 28, 2022.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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 Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) 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 CPOIS system, or once again be used in the CTP program.

Dealer Reports

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin 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 not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

