

Subject: Engineering Information - Vehicle Will Not Move When in Drive, Neutral and/or Reverse, DTCs P0746, P0747 Set

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2018	2021	—	—	—	Equipped with RPO (M3W)
	Encore	2020					Equipped with RPO (M3F)
Cadillac	XT4	2019					Equipped with RPO (M3H)
	XT5	2020					Equipped with RPOs (M3G, M3W)
	XT6						
Chevrolet	Blazer	2019					Equipped with RPOs (M3V, M3T, M3D)
	Equinox	2018	2020				Equipped with RPO (M3D)
	Traverse		2021				Equipped with RPO (M3V)
GMC	Acadia	2020					Equipped with RPOs (M3H, M3G M3W)
	Terrain	2018					Equipped with RPOs (M3H, M3U)

Involved Region or Country	North America
Condition	Some customers may comment that their vehicle will not move when in drive, neutral and/or reverse. Technicians may find one or both of the following DTCs set in the transmission control module (TCM). • P0746 - Transmission Control Solenoid Valve 1 Stuck Off • P0747 - Transmission Control Solenoid Valve 1 Stuck On
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

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.

If you encounter a vehicle with the above concern, follow SI diagnostics for either DTC that is set or diagnostics for no movement when placed into drive. If those diagnostics leads to the removal of the transmission and if the internal inspection of the transmission components reveal that the 1-2-3-4-5-6 clutch piston return spring is broken. Contact GM engineer listed below for further direction. **DO NOT** clear DTCs from the TCM or any other adaptive data. It will be necessary for a Field Service engineer to retrieve data from the TCM **BEFORE** any repairs can continue.

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
8486208*	Engineering Information - Vehicle Will Not Move When in Drive, Neutral and/or Reverse, DTCs P0746, P0747 Set	0.5 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released October 05, 2022