



Service Bulletin

SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Transmission Clutch Wave Plate

MODELS: 2007-2009 Buick Enclave
2008-2009 Chevrolet Equinox, Malibu
2009 Chevrolet Traverse
2007-2009 GMC Acadia
2007-2009 Pontiac G6
2008-2009 Pontiac Torrent
2007-2009 Saturn AURA, OUTLOOK
2008-2009 Saturn VUE
Equipped with FWD or AWD and 6-Spd Automatic Transmission
(RPO MH2, MH4, MH6, or MY9)

This bulletin is being revised to add additional vehicle population, and update the customer reimbursement dates. Please discontinue use, and discard all copies of Special Coverage Recall 14404A.

CONDITION

Some 2007-2009 model year Buick Enclave, GMC Acadia, Pontiac G6, Saturn AURA and OUTLOOK, 2008-2009 model year Chevrolet Equinox and Malibu, Pontiac Torrent, and Saturn VUE, and 2009 model year Chevrolet Traverse vehicles identified above and, equipped with a 6T70 or 6T75 - 6 speed FWD automatic transmission — may experience a cracked or fractured wave plate, resulting in a loss of 3rd, 5th and reverse gears.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace the 3rd /5th / reverse clutch plate. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after March 2, 2015 are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to March 2, 2015 must be submitted to the Service Contract provider.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections

and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

PART INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

Part Number	Description	Quantity/Vehicle
24269586	Seal Kit A/Trans Serv. (2009 Models)	1
24269587	Seal Kit A/Trans Serv. (2007-2008 Models)	1
24238954	Reverse Clutch Plate, Fiber	4
24258074	Reverse Clutch Plate, Flat Steel	4
24223798	Housing, Reverse Clutch	1 (If Req)
24223803	Piston, Reverse Clutch	1 (If Req)
24236516	Plate, 3-5 Reverse Clutch Bkg.	1
88861037	Dexron 6 Transmission Fluid	9

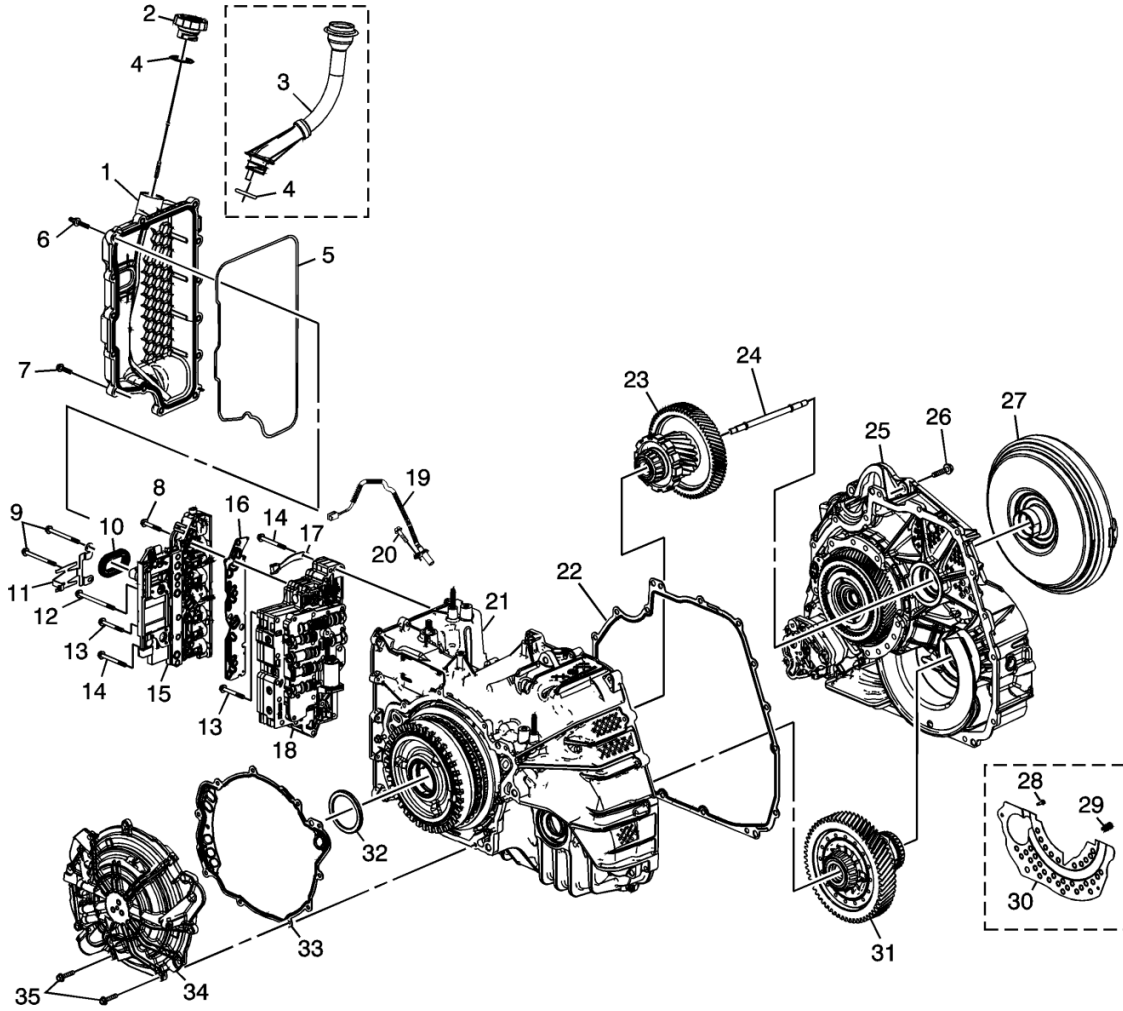
The additional parts listed in the table below will not mandatorily be required to complete the repair procedure in this bulletin. These parts will only need replacement due to the wear or failure of other parts. It is estimated that some (not all) of the parts below will be required in approximately 25% of the repairs. Please order accordingly as these parts are currently available, but in limited stock.

Part Number	Description	Quantity/Vehicle
24256292	Gear, Reaction Sun	1
24246140	Carrier, Reaction 6T75	1
24263706	Ring, 3-5 Rev Clu Bkg Plt Ret.	1
24260590	Cover, A/Trans Case	1
24223884	Piston, Low & Rev Clutch	1
24228952	Spring, 2-6 Clutch	1
24223887	Piston, 2-6 Clutch	1
24246142	Carrier, Reaction 6T70	1
24263709	Ring, 2-6 Clutch Ret.	1

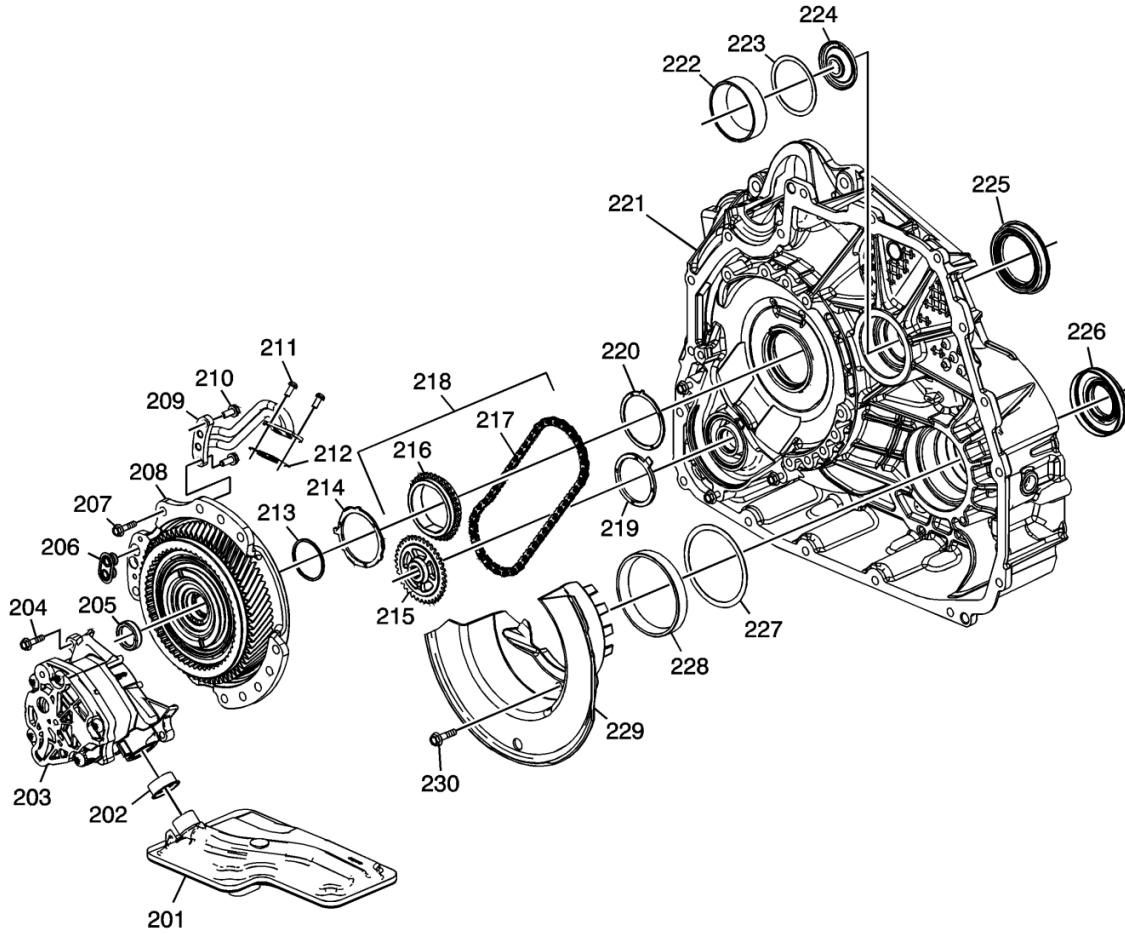
SERVICE PROCEDURE

1. Remove the transmission. Refer to *Transmission Replacement* in SI.

Note: The control solenoid (w/body and TCM) valve assembly should not be washed in a parts cleaner. The control solenoid (w/body and TCM) valve assembly should not be replaced for any DTC unless SI diagnostics for the DTC have been completed and instruct to replace the part.

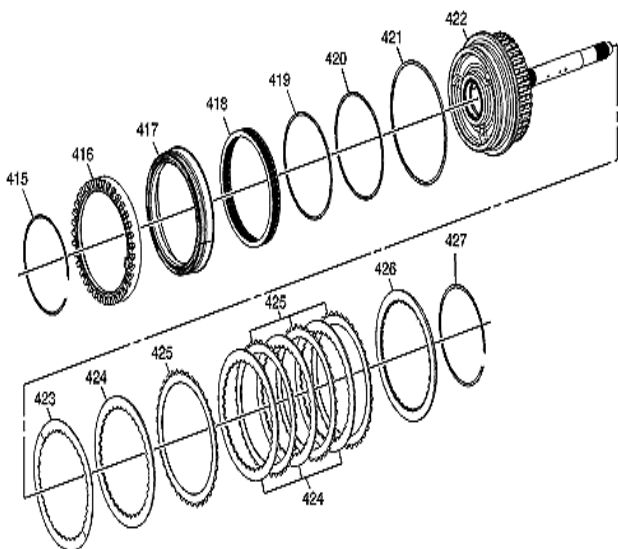


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Note: Debris generated by the condition must be cleaned from the entire transmission and the pump fluid filter (201) and the control solenoid filter plate (16) must be replaced. Failure to separate the case halves, disassemble the transmission, clean the debris and replace the pump fluid filter (201) and the control solenoid filter plate (16) could lead to repeat transmission damage and repairs.

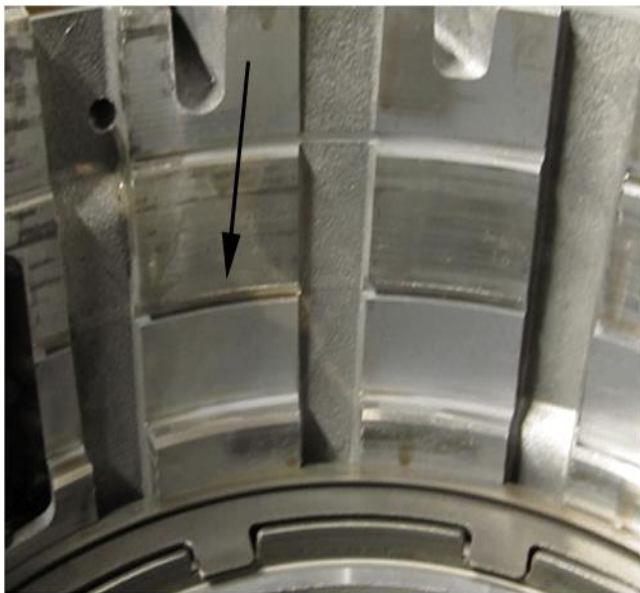


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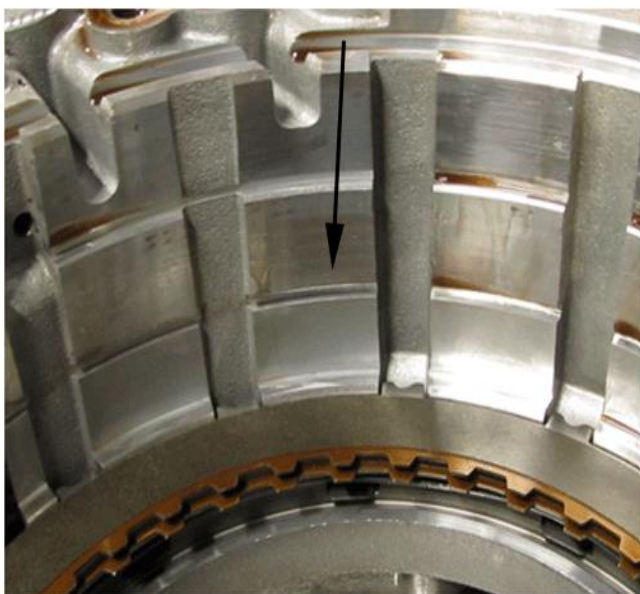
A broken 35R wave plate can generate varying amounts of debris inside the transmission. In most cases this debris has not passed through the pump fluid filter (201) potentially damaging the pump, valve bodies or torque converter. This debris can be cleaned and the transmission successfully repaired.

In summary the following steps should be taken:

1. Remove the case cover assembly (35). Inspect the case cover for damage. This part is serviced and can be replaced if it is damaged.
2. Remove the 35R/456 clutch housing assembly (422) and inspect it for a broken 35R wave plate (423).
3. Inspect the case (21) for damage caused by a broken wave plate as shown below.

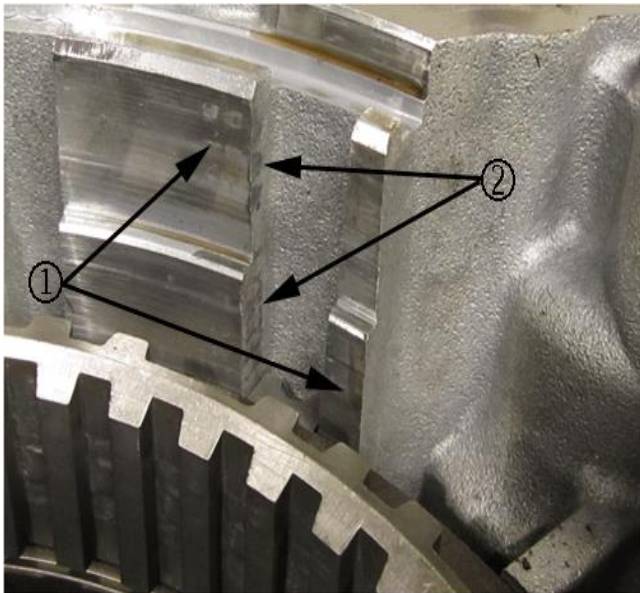


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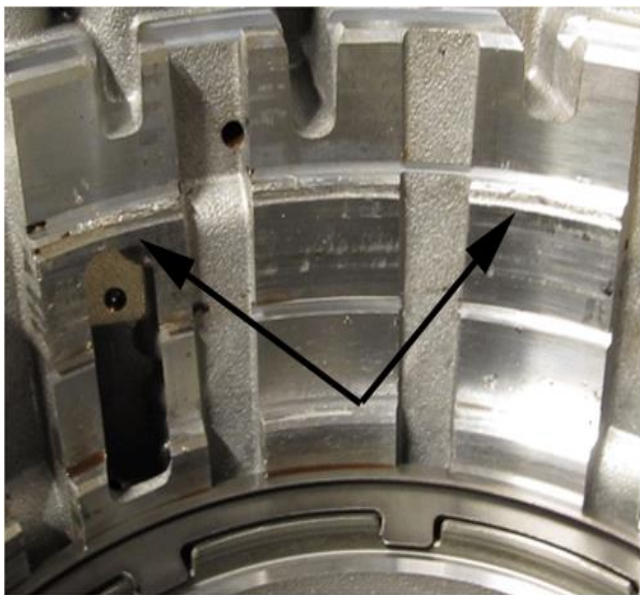
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- The snap ring groove, which is well below the 3-5-R wave plate area, is unlikely to be damaged. It should still be checked to verify the snap ring is fully seated and to be securely retained.

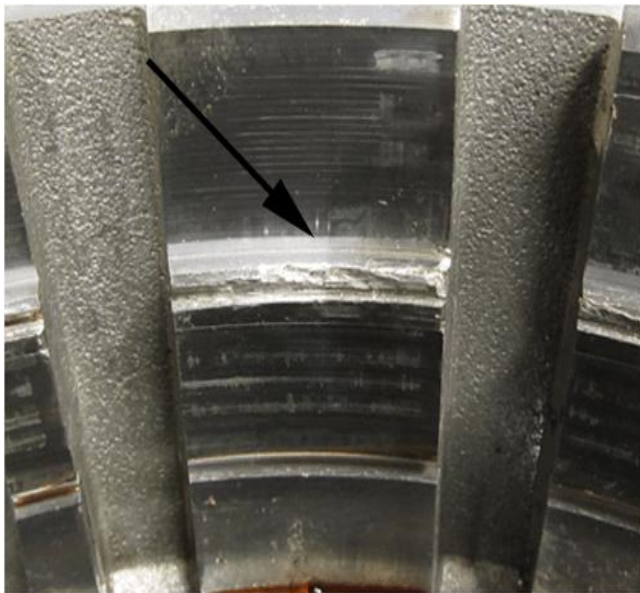


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- Peening or wear of the face or edge of the case lugs that engage the steel clutch plates is normal and not cause for transmission replacement.



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- Some degradation of the shelf for the 2-6 backing plate is acceptable as long as the plate can lie flat. A raised burr that prevents this can be removed using a de-burring tool, file or some other abrasive.
4. Remove the control valve body cover (1), control solenoid (w/body and TCM) valve assembly (15) and filter plate assembly (16).
 5. Inspect the filter plate assembly (16) for the presence of metallic debris on the screens.
 - If there is no debris on the screens, the pump fluid filter was effective and there is no debris in the pump or torque converter. Therefore the pump, torque converter and valve body do not need to be replaced. The transmission should be repaired.
 - If there is debris on the screens, the pump and torque converter should be inspected further. Refer to SI procedure Transmission Fluid Pump Cleaning and Inspection for the pump. Refer to SI procedure Torque Converter Diagnosis for the section Torque Converter Replacement Guide.
 - Fine metal particles that you cannot feel (traces of metal flakes/gray color to the fluid) are not reasons to replace the torque converter.
 - Metal chips/debris that you can feel or that are found in the converter, or when flushing the cooler and cooler lines, indicate the torque converter should be replaced.



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Note: The manufacturing process of the torque converter can cause the hub side to appear blue or darker in color while the lug side is a natural metal color. If the torque converter appearance is like this and no other reason is observed per the SI procedure for torque converter diagnosis, then the torque converter does not need to be replaced.



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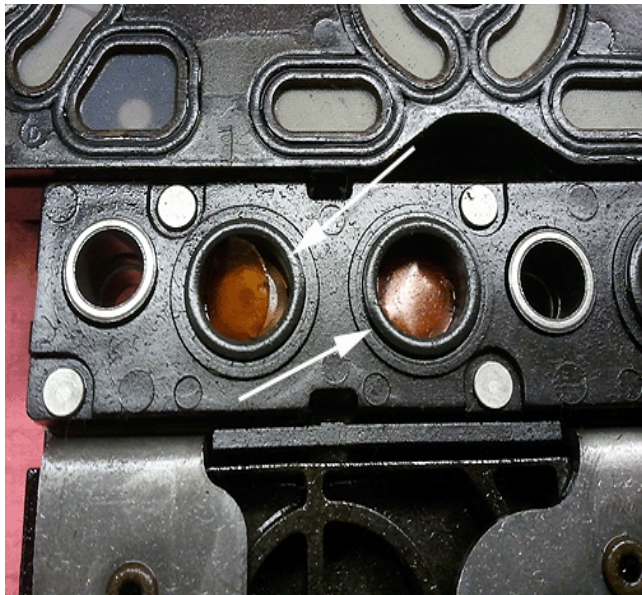
Marks such as these on the torque converter bushing are not a reason to replace the torque converter. They usually occur during removal of the transmission from the vehicle or removal/installation of the torque converter on the transmission and are caused by the bushing contacting the front differential transfer drive gear support (208) or the 3-5-R housing (422).

Also the marks are below the surface of the bushing and will not interfere with proper operation, however if there is a raised burr it can be removed with a de-burring tool or other abrasive.



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6. Inspect the control solenoid (w/body and TCM) valve assembly (TEHCM) (15) pressure switches. The O-ring seals may be deformed but if they are attached, as shown above, the TEHCM should not be replaced; it should be reused. Deformed seals do not affect switch performance.



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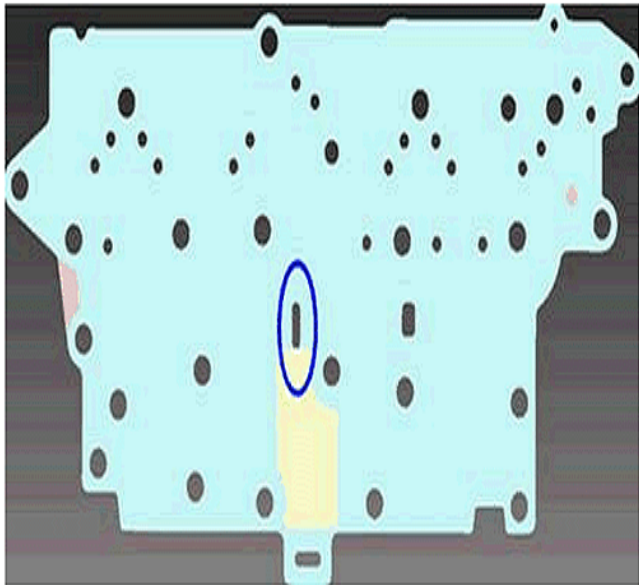
If any of the switch membranes are damaged, as shown above, the TEHCM must be replaced.

7. The valve body must be disassembled and cleaned. Refer to the latest version of Corporate Bulletin Number 08-07-30-005 for direction.
8. The transmission case halves must be separated, internal components removed and all parts thoroughly cleaned. Be sure to clean the speed sensors, both input (ISS) and output (OSS). These sensors are magnetic and will attach and hold any ferrous material. Failure to clean these sensors may result in DTCs. A new pump fluid filter must be installed.



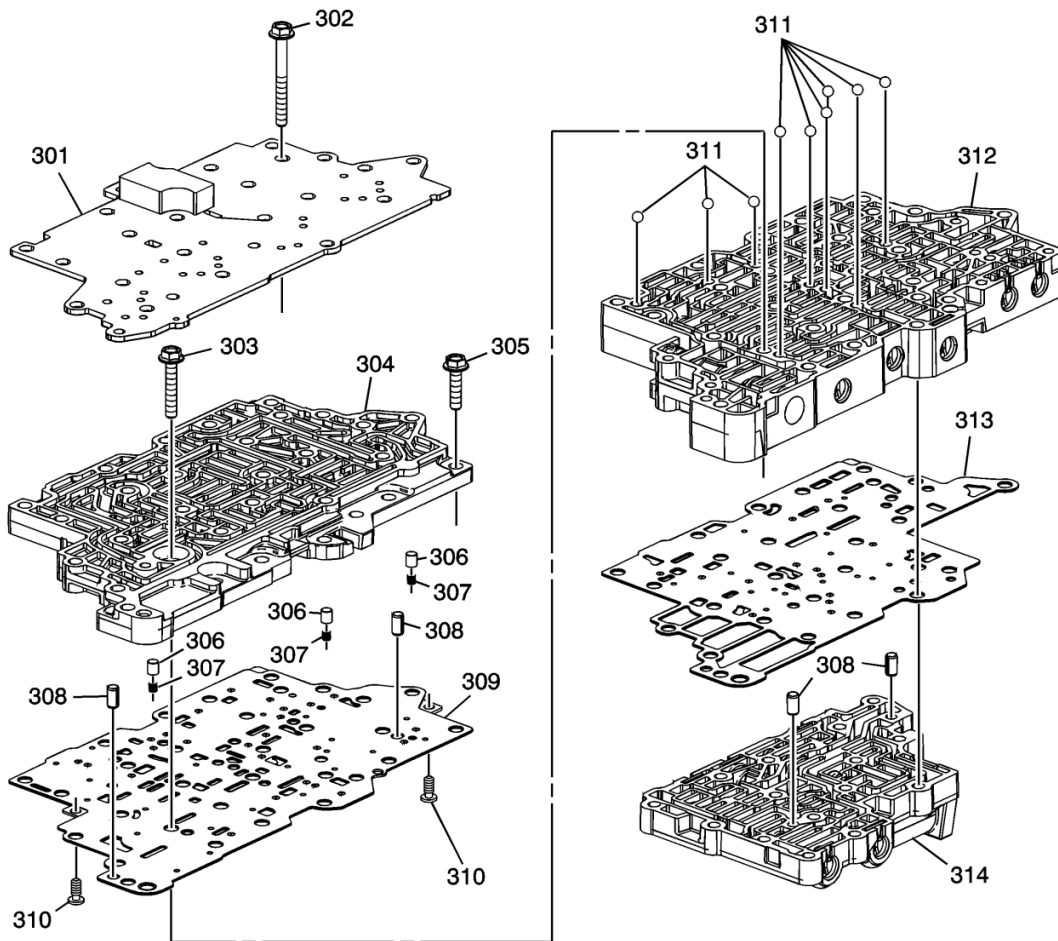
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Note: The front differential carrier assembly (31) teeth are marked with notches to identify gear ratio (see picture above). Do not confuse these marks with tooth damage. Do not replace the gear for this condition.



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Note: 2007-2008 applications – when assembling these transmissions, inspect the control valve channel upper plate (301) to make sure that it contains the slot as indicated above. Plates installed that do not include this slot may result in DTCs.



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CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by August 31, 2017, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 120,000 miles, whichever occurs first.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.

- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by August 31, 2017. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 193,000 kilometers, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZREG transaction type, unless noted otherwise.

Note: To avoid having to "H" route the customer reimbursement, transaction for approval, it must be submitted prior to the repair transaction.

Labor Code	Description	Labor Time	Net Item
9900125	**3-5-Reverse Clutch Plate Replacement (All-Wheel Drive)	12.3	N/A
9900126	**3-5-Reverse Clutch Plate Replacement (Front-Wheel Drive)	11.5	N/A
9900127	Customer Reimbursement Approved	0.2	*
9900128	Customer Reimbursement Denied - For US dealers only	0.1	N/A

* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

** Includes all associated parts, cleaning / flushing and front end alignment.

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).



August 2016

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

Dear General Motors Customer:

As the owner of a 2007-2009 model year Buick Enclave, GMC Acadia, Pontiac G6, Saturn AURA or OUTLOOK, 2008-2009 model year Chevrolet Equinox or Malibu, or Pontiac Torrent, or 2009 model year Chevrolet Traverse vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2007-2009 model year Buick Enclave, GMC Acadia, Pontiac G6, Saturn AURA and OUTLOOK, 2008-2009 model year Chevrolet Equinox and Malibu, and Pontiac Torrent, and 2009 model year Chevrolet Traverse vehicles, equipped with a 6-speed automatic transmission may have a condition where the wave plate may crack or fracture, resulting in the loss of 3rd, 5th, and reverse gears.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2007-2009 model year Buick Enclave, GMC Acadia, Pontiac G6, Saturn AURA or OUTLOOK, 2008-2009 model year Chevrolet Equinox or Malibu, or Pontiac Torrent, or 2009 model year Chevrolet Traverse vehicle within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by August 31, 2017, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Pontiac	1-800-762-2737	1-800-833-7668
Saturn	1-800-553-6000	1-800-833-6000
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Alicia S. Boler-Davis
Sr. Vice President
Global Connected Customer Experience

Enclosure
14404B

GM CUSTOMER CARE AND AFTERSALES
DCS4151
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 12, 2016

Subject: 14404B – Special Coverage Adjustment
Transmission Clutch Wave Plate
Vehicle Population Added

Models: 2007-2009 Buick Enclave
2008-2009 Chevrolet Equinox, Malibu
2009 Chevrolet Traverse
2007-2009 GMC Acadia
2007-2009 Pontiac G6
2008-2009 Pontiac Torrent
2007-2009 Saturn AURA, OUTLOOK
2008-2009 Saturn VUE
Equipped with 6-Spd Automatic Transmission
(RPO MH2, MH4, MH6, or MY9)

To: All General Motors Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New or Used Vehicle Sales
Manager, and Warranty Administrator

This bulletin is being revised to add an additional population of approximately 3,661 vehicles, and update the customer reimbursement dates. Please discontinue use, and discard all copies of Special Coverage Recall 14404A.

Customer Letter Mailing

The customer letter mailing began the week of August 8, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system has been updated to reflect the additional vehicles.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES