



Service Bulletin

Bulletin No.: 18-NA-121

Date: March, 2020

TECHNICAL

Subject: Malfunction Indicator Lamp (MIL) Illuminated, 1st Gear and/or Reverse Only with No Upshift, Vehicle Will Not Go Above 40 km/h (25 mph), 1-2 Shifts Feels Like a Momentary Tie Up, DTC P2731 Set

This bulletin replaces PIP5556. Please discard PIP5556.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Regal	2018	2018				Equipped with 9-Speed Automatic Transmission (RPOs M3D, M3E, M3T, M3V)
Chevrolet	Cruze						
	Equinox						
	Malibu						
	Traverse						

Involved Region or Country	North America, Russia, Middle East, Israel, Brazil, Chile, Colombia, Ecuador, Peru, Uruguay, South Korea, Egypt, Africa
Condition	Some customers may comment on one or more of the following conditions: <ul style="list-style-type: none"> Malfunction indicator lamp (MIL) illuminated. 1st gear and/or reverse only with no upshift. Vehicle will not go above 40 km/h (25 mph). 1-2 shifts feels like a momentary tie up. Some technicians may find the following diagnostic trouble code (DTC) set in the transmission control module (TCM): <ul style="list-style-type: none"> P2731 – Transmission Control Solenoid Valve 6 Performance set in history
Cause	This condition may be caused by a software anomaly.
Correction	Replace the control valve body spacer plate and update the TCM with the latest software available.

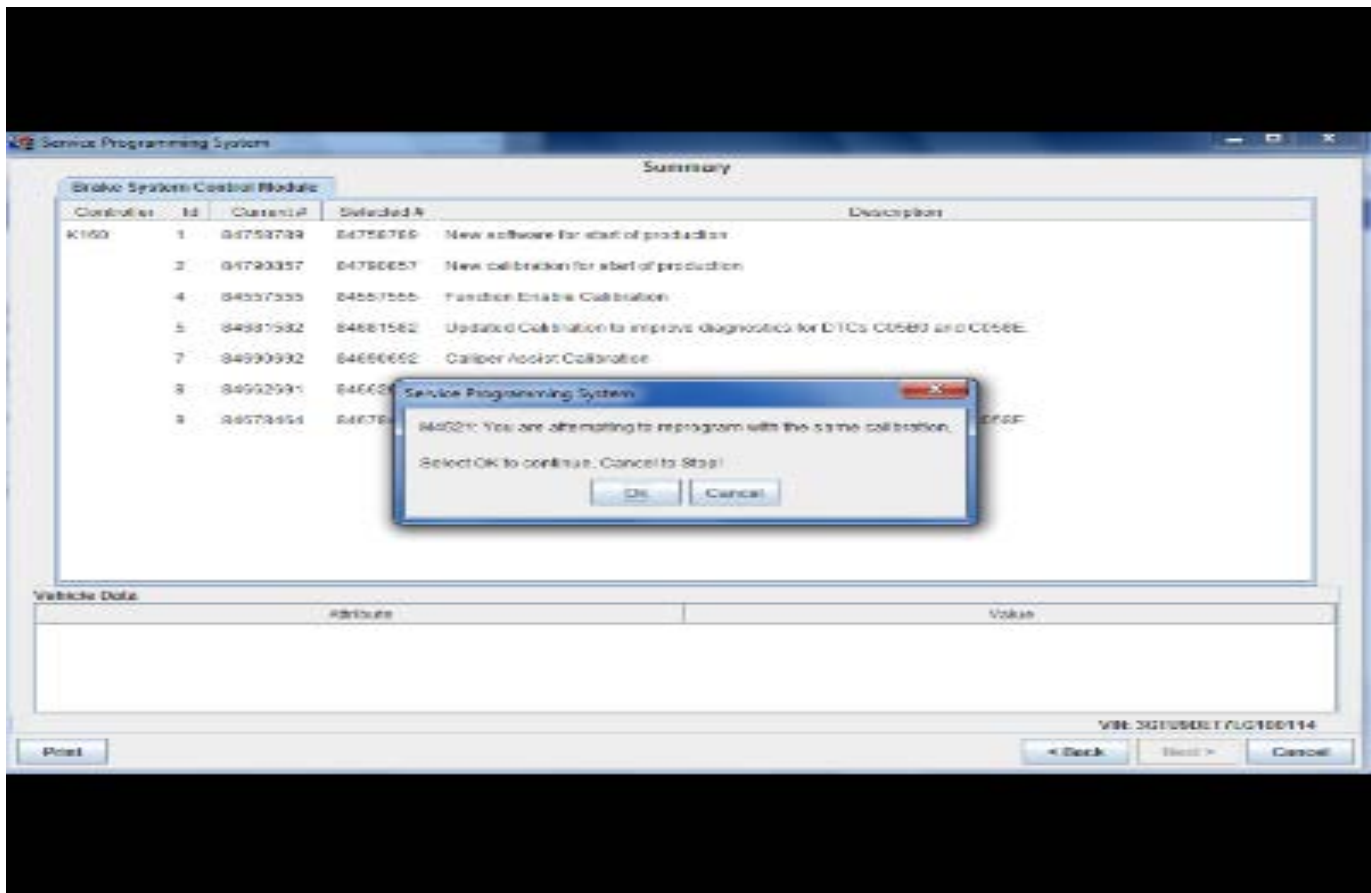
Service Procedure

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

Important: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.

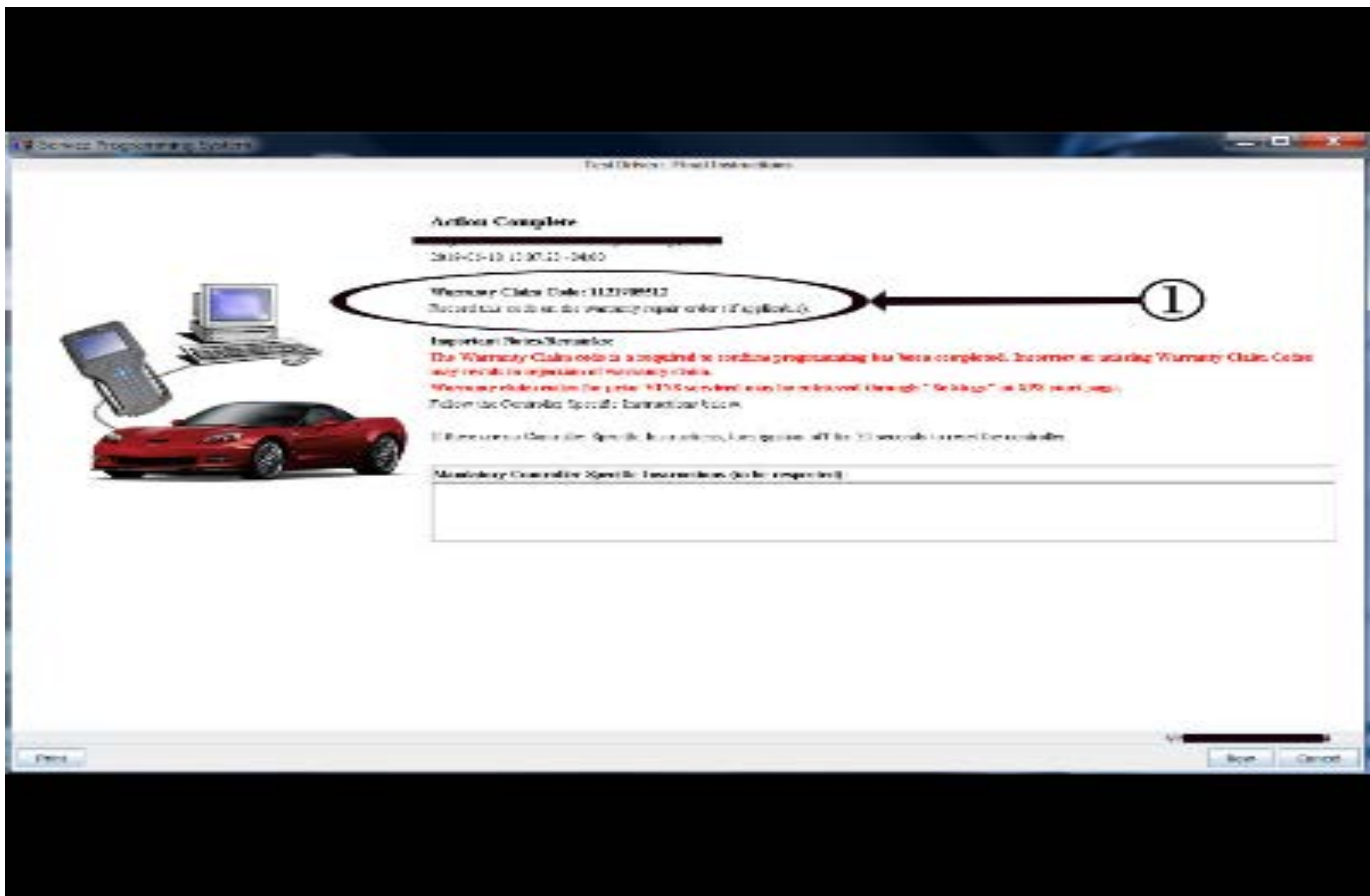
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



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Important: If the Same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty Information section of this bulletin.

1. Refer to *Control Valve Body Replacement* in SI.
2. Reprogram the TCM. Refer to *Transmission Control Module: Programming and Setup* in SI. Modify as required (e.g., select x module from the controller screen). Then provide step-by-step instructions or refer to SI procedure.



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Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

- Record the SPS Warranty Claim Code on the job card for warranty transaction submission.

Parts Information

Causal Part	Description	Part Number	Qty
X	BODY KIT - C/VLV (NON-ETRS)	24292549 (Regal, Cruze, Malibu, Equinox)	1
		24293256 (Traverse)	
N/A	Fluid, Transmission (DEXRON®VI)	88865601 (U.S.) 19367328 (Canada)	Refer to SI

Warranty Information

Important: Emission Warranty coverage codes E (Base Emission Warranty) and E1 (California Emission Related Components 7 years/70,000 mile warranty) applies for this Labor Operation.

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

Labor Operation	Description	Labor Time
8480718*	Valve Body Spacer Plate Replacement and Transmission Control Module Reprogramming with SPS	4.0 hrs (Regal, Cruze, Malibu, Equinox) 12.4 hrs (Traverse)

*This is a unique Labor Operation for bulletin use only.

Important: To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	5
Modified	Released April 18, 2018 June 18, 2018 – Added the Regal model and updated the Parts Information. October 03, 2018 – Updated the Labor Time under Warranty Information. March 11, 2019 – Added RPO M3T to Transmission column in Models section and updated the stable battery voltage during programming statement. March 02, 2020 – Updated the Involved Region or Country section, added TCM reprogramming information to the Service Procedure, updated the Parts Information and the warranty coverage statement and added Warranty Claim Code information in the Warranty Information.

