



# Service Bulletin

Bulletin No.: 23-NA-029

Date: April, 2023

## TECHNICAL

**Subject: Transmission Grinds When Put Into Gear, Slipping, No Movement When Shifted Into Drive or Reverse**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2023	2023			LGX, LFY	M3W
	XT6						
Chevrolet	Blazer						
	Traverse						
GMC	Acadia						M3W

<b>Involved Region or Country</b>	North America, Europe, Uzbekistan, Middle East, Israel, Palestine, Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Peru (West), Cadillac Korea (South Korea), Egypt
<b>Condition</b>	Some customers may comment on one or more of the following conditions: <ul style="list-style-type: none"> <li>Grinding noise</li> <li>Transmission slipping</li> <li>No movement when shifted in drive or reverse</li> </ul>
<b>Cause</b>	This condition may be caused by the left side axle (driver's side axle) is not fully seated in the transmission.
<b>Correction</b>	Remove the transmission from the vehicle and replace the front differential carrier sun gear and the left axle shaft following SI published procedures.

**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

Refer to *Front Differential Carrier Removal* in the Service Manual and *Front Differential Carrier Installation* in the Service Manual.

### Parts Information

Causal Part	Description	Part Number	Qty
X	GEAR, FRT DIFF CARR SUN	24290255	1
N/A	SEAL, A/TRNS FLUID PUMP	24268389	1
N/A	GASKET, T/ CV HSG	24267848	1
N/A	SHAFT, FRT WHL DRV HALF	84990738	1
N/A	WASHER, FRT WHL DRV SHF	11611965	2
N/A	FLUID, A/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
8486258*	Front Differential Carrier Sun Gear Replacement	8.4 hr
Add		3.5 hr for LGX & AWD
Add		.4 hr for LFY & FWD
Add		5.6 hr for LFY & AWD
Add		2.3 hr for XT6 w/LGX & FWD
Add		5.2 hr for XT6 w/LGX & AWD
*This is a unique Labor Operation for Bulletin use only.		

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