

Tim Cochran

From: Harrison, Jonathan (NHTSA) <jonathan.harrison@dot.gov>
Sent: Tuesday, January 31, 2023 9:34 AM
To: [REDACTED]
Cc: Neff, Joshua (NHTSA)
Subject: [EXTERNAL] A Recent VOQ, #11503759

ATTENTION: This email originated from outside of GM.

Good morning,

This office has recently received a complaint from a school bus fleet maintenance director, alleging multiple transmissions having failed on 2017MY Express-chassis' Minotour buses:

VOQ Detail 11503759

[Incident](#)

Consumer

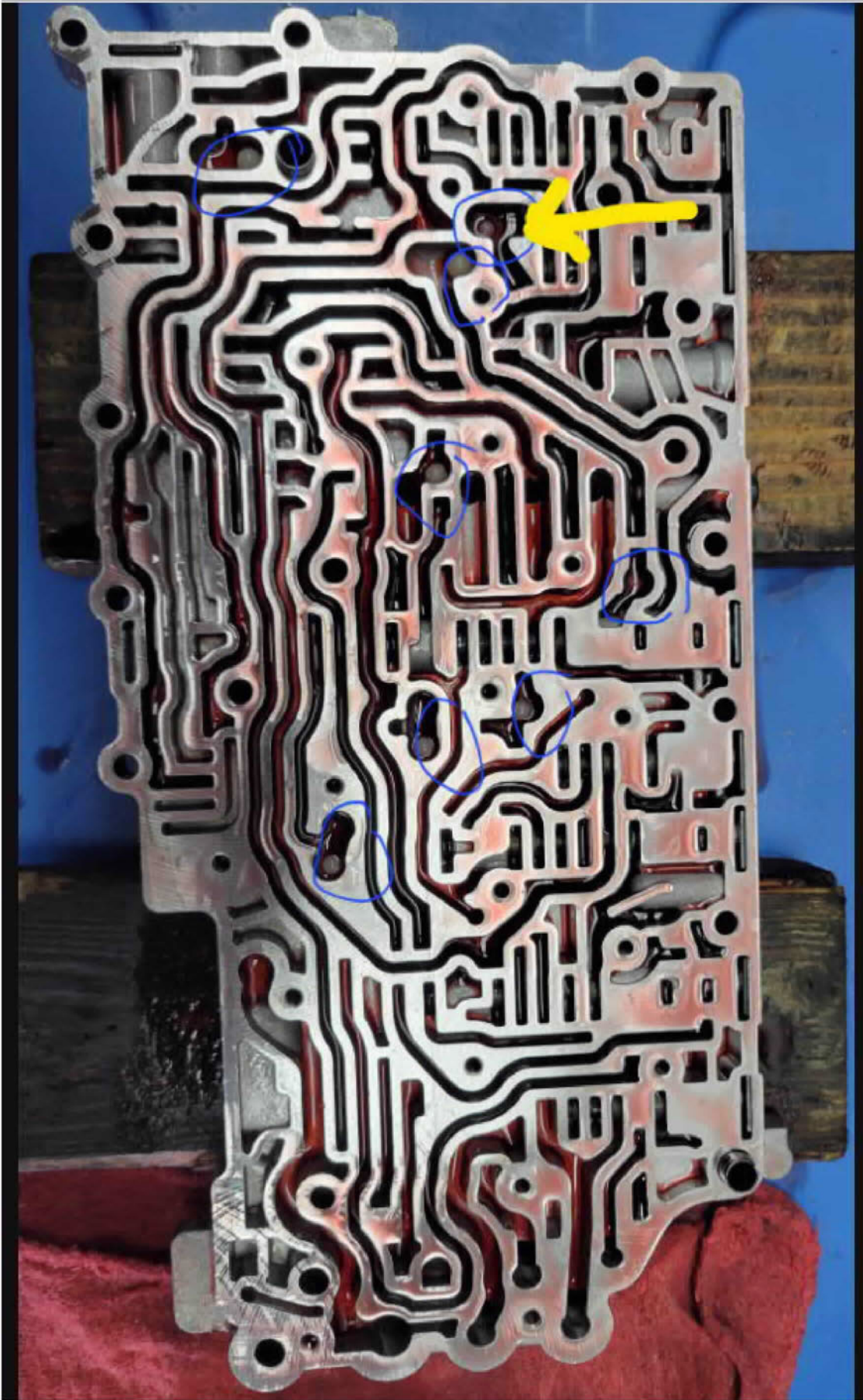
Product (1)

*Description: 

Contains PII or Inappropriate Language

Lost all forward gear. As show in the picture attached of the valve body the number 1 valve body check ball pointed at with the yellow arrow is significantly smaller the the rest of the check balls. This causes the vehical to lose all forward gears and potentialy putting you harms way. This come whitout warning and no check engine light. I run a fleet of about 60 of these vans and it has happened with at least 5 of my vans in the couple of years two of which have been repaired by the dealer. It is just a matter of time a van gets stuck in the middle of an intersection or on a railroad crossing.

610/4000



His concern is that the smallest check ball gets stuck in these buses' 6L90 transmissions' valve bodies, leaving those buses with no forward gears (not even manual 1, 2, etc). Of the four buses he has seen exhibit this issue, one was also left without Reverse gear.

The complainant has given this office permission to share the buses' VINs with the manufacturer. The last 10 digits and fail miles of these buses are:

*****G1H [REDACTED] Mileage 29746 Dealer fixed and at 42164 miles, we fixed in house
*****GXH [REDACTED] Mileage 20256 Dealer fixed
*****GXH [REDACTED] Mileage 122898 We fixed in house
*****G1H1 [REDACTED] Mileage 60449 We fixed in house

The complainant claims that these buses' transmissions are flushed and get new filters every 25K miles. The first VIN, ending [REDACTED] has shown this condition twice.

Is General Motors aware of this fleet's concerns? Is your company aware of any other, similar claims or complaints on the buses or in 2016-2018MY Express van/chassis vehicles, built with the 6L90 transmission? Have the 6L80 transmissions shown any similar trends?

Thank You.

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