

PRTS 2259887 - Issue Summary

Issue Number: [2259887](#)

Subject: Ball Check Valve , Transmission - No Forward Gears

Issue Type: (Aftersales) Field Performance Report

Issue Age: 4 Days

Issue Status: Closed

Program: Express / GMNA Truck

Project: US - United States

Current Step Status: Complete

Product Line: GHvan - GMNA Full Size Van

Project Number: GMT610 NA - Current Product

Current Step Target:

Responsible:

Designee:

Severity: 1 - Potential Walk Home/No-build (Potential or Actual), Non Safety Compliance, Non Safety Regulatory

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Field Performance Report

Vehicle Information

Vehicle Line / Engineering Source: Express / GMNA Truck

Country: US - United States

Vehicle Line: Express - Chevrolet Full Size Van

Hardware Stage:

Product Line: GHvan - GMNA Full Size Van

Make: Chevrolet

Project Number: GMT610 NA - Current Product

Model Year: 2021

Engine:

Transfer Case:

Transmission:

Axle:

Title

Part Name: Ball Check Valve

Part Location: Transmission

Complaint: No Forward Gears

Severity: 1 - Potential Walk Home/No-build (Potential or Actual), Non Safety Compliance, Non Safety Regulatory

Origination Point: GM Internal

Dealer Number:

Field Rep Number: 215157986

Emissions:

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Current Step Role Assignments

Name	Date	Name	Assigned By	Phone	Assignment Comments
BQM	17-Nov-2022	[REDACTED]	[REDACTED]	[REDACTED]	
Issue Approver	17-Nov-2022	[REDACTED]	[REDACTED]	[REDACTED]	
Originator	17-Nov-2022	[REDACTED]	[REDACTED]	[REDACTED]	

VIN Information

Cases

No Of Cases	Recorded By/Originator	Recorded Date
No records available		

VIN Information

Primary VIN	VIN	Build Date	Odometer Reading	Odometer Unit	Engine No	Transm. No
Y	1GB3GRB[REDACTED]	23-Mar-2021	11513	Miles		
N	1GB3GRB[REDACTED]	04-Mar-2021	10808	Miles		
N	1GB3GRB[REDACTED]	08-Mar-2021	15421	Miles		
N	1GB3GRB[REDACTED]	09-Mar-2021	20110	Miles		
N	1GB3GRB[REDACTED]	24-Mar-2021	12162	Miles		

Affected Parts

VPPS 1: 10-Powertrain

VPPS 2: 10.02-Power Transmission

VPPS 3: 10.02.01-Automatic Transmission

VPPS 4:

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Parts

Part Number	Part Name
No records available	

Parts Available?:

Location of Parts
██████████ on 17-Nov-2022 RO#: 04-22250 Part Number (If Available): 24272467

Problem Description

Symptoms/Complaints
██████████ on 17-Nov-2022 Condition: No forward gears/will not move forward Cause: #1 valve body check ball worn down and pushed through spacer plate. Ref Doc ID 3643423 Correction: Replaced spacer plate and check balls

Probable Cause
No records available

Corrective Action
No records available

Issue Status

System Reference

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External System Name	External System Issue ID
No records available	

Speak Up For Safety Comments
No records available

Additional Product Issue Information
No records available

Service Actions
No records available

Is this part/component used on current program?:

Read Across Confirmed?:

Is a Program Action Plan Required?:

Tech Specialist Comments
No records available

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Issue Events

Date	Event	Code	Comment	Name
21-Nov-2022	Closed			[REDACTED]

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Memos

Date Sent	Subject	Issue Step	Sent By
No records available			

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Attachments

Date	Title	Associated Step	Attached By
No records available			

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Associations

Associated Parents

Date	Subject	Issue Number	Issue Type	Issue Status	Current Step	Step Status	Step Roles	Associated By
No records available								

Associated Children

Date	Subject	Issue Number	Issue Type	Issue Status	Current Step	Step Status	Step Roles	Associated By
17-Nov-2022	Ball Check Valve , Transmission - No Forward Gears	2259888	(PRTS) PRTS Issue	Locked	Definition	Suspended	Originator: [REDACTED] [REDACTED] Definition Approve [REDACTED] [REDACTED]	[REDACTED]