

Part 573 Safety Recall Report

24V-839

Manufacturer Name : General Motors, LLC**Submission Date :** NOV 07, 2024**NHTSA Recall No. :** 24V-839**Manufacturer Recall No. :** N242471620**Manufacturer Information :**

Manufacturer Name : General Motors, LLC

Address : 29427 Louis Chevrolet Road
MAIL CODE 480-210-2V WARREN MI
48093

Company phone : 586-596-1733

Population :

Number of potentially involved : 77,824

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2022-2023 Chevrolet Express

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records were used to determine vehicles that may experience the defect condition.

This recall only involves vehicles equipped with the combination 4.3L V6 engine with 8-speed automatic transmission (LV1/M5U) or the combination 4-cylinder engine with 8-speed automatic transmission (LWN/MQD). Vehicles equipped with other powertrain combinations are not affected by this recall.

There are 54,722 Chevrolet Express vehicles affected by this recall.

Production Dates : MAY 12, 2021 - DEC 07, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2022-2023 GMC Savana

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records were used to determine vehicles that may experience the defect condition.

This recall only involves vehicles equipped with the combination 4.3L V6 engine with 8-speed automatic transmission (LV1/M5U) or the combination 4-cylinder engine with 8-speed automatic transmission (LWN/MQD). Vehicles equipped with other powertrain combinations are not affected by this recall.

There are 23,102 GMC Savana vehicles affected by this recall.

Production Dates : NOV 30, 2021 - NOV 22, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2022 – 2023 model year Chevrolet Express and GMC Savana vehicles with certain engine / transmission combinations. Affected powertrain combinations include the 4.3L V6 engine with 8-speed automatic transmission (RPOs LV1/M5U) and the combination 4-cylinder engine with 8-speed automatic transmission (RPOs LWN/MQD). The transmission control module software in these vehicles is incorrectly calibrated to respond to certain electrical failures within the transmission. If these electrical failures are present when the transmission is performing certain shift operations, these miscalibrations can cause harsh shifting or reduced power or may result in unintended deceleration or rear wheel lockup. In rare circumstances at low speeds, the vehicle may move in an unintended direction.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the rear wheels lock-up momentarily while driving or the vehicle moves in an unintended direction at low speeds, there is increased risk of a crash.

Description of the Cause : The transmission control module software in these vehicles is incorrectly calibrated to respond to certain electrical failures within the transmission.

Identification of Any Warning that can Occur : Drivers may notice harsh shifting or periods of reduced propulsion along with a “check engine” light.

Involved Components :

Component Name 1 : MODULE ASM-TRANS CONT

Component Description : Transmission Control Module

Component Part Number : 24047562

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On August 1, 2024, a GM engineer submitted a report to GM's Speak Up for Safety (SUFS) program following an inquiry from a dealer regarding transmission issues on a 2022 Chevrolet Express. While diagnosing complaints of unexpected deceleration, the dealer identified an open circuit and reported the vehicle had set an unexpected diagnostic trouble code (DTC). GM's engineer determined the transmission control module calibration was not correct and caused the wrong DTC to set. GM opened a product investigation on August 27, 2024.

GM's investigation determined that an incompatibility exists between the transmission control module software and the calibration file released for 2022 and 2023 model vehicles with certain engine / transmission combinations (LV1/M5U and LWN/MQD). This incompatibility will cause the control module to set incorrect DTC codes for specific electrical failures within the transmission. When the transmission is performing certain shift operations, these incorrect DTC codes can result in incorrect default action with various results that can include rough shifting, reduced propulsion, harsh deceleration, or momentary rear wheel lock up while driving. At low speeds, the vehicle could experience a change in intended direction. GM's investigator completed an analysis of field data on October 2, 2024, that identified 24 complaints potentially related to this condition, including five complaints of sudden unwanted deceleration and one complaint of the vehicle moving in an unintended direction from a stop. The other 18 complaints reported harsh shifting. These were received by GM between June 29, 2022 and July 29, 2024. GM is not aware of any accidents or injuries associated with this condition.

On October 31, 2024, GM's Safety Field Action Decision Authority (SFADA) decided to conduct a safety recall.

Description of Remedy :

Description of Remedy Program : Dealers will update the transmission control module software calibration. Pursuant to 49 C.F.R. § 573.13(d)(1), all covered vehicles are under warranty, so reimbursement is not offered.

How Remedy Component Differs from Recalled Component : The new transmission control software calibration corrects this condition.

Identify How/When Recall Condition was Corrected in Production : Different transmission control module software and calibration files were used starting with 2024 model year.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified on November 7, 2024. Owner notification is estimated to begin on December 23, 2024.

Planned Dealer Notification Date : NOV 07, 2024 - NOV 07, 2024

Planned Owner Notification Date : DEC 23, 2024 - DEC 23, 2024

* NR - Not Reported