



Service Bulletin

PRELIMINARY INFORMATION

Subject: Ticking Noise in 3rd and 4th Gear Above 30 MPH.

Models: 2010-2012 Chevrolet Colorado
2010-2013 Chevrolet Express, Silverado
2010-2012 GMC Canyon
2010-2013 GMC Savana, Sierra

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

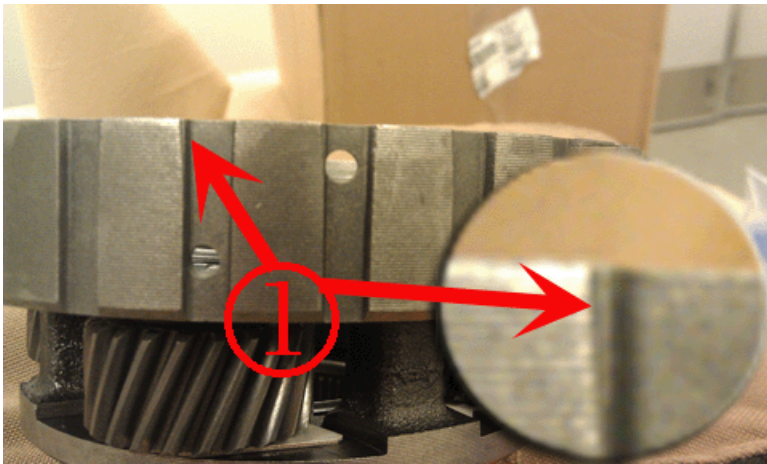
Some customers may comment about a ticking noise when driving above 30 miles per hour in third and fourth gear.

This noise is present with the TCC engaged or disengaged and may be present in second gear under certain driving conditions.

This concern may be caused by a mis-machined reaction carrier which may cause the low reverse clutch plates to stick and release creating the ticking noise.

Recommendation/Instructions

Inspect the Reaction Carrier (Item 681 in SI document 1960189) for being mis-machined where the low reverse clutch plates align on the outer hub.



Call out 1

Shows a taper in the machined surface of the reaction carrier lug.

This mis-machined hub is causing the low reverse clutch plates to stick and release creating the ticking noise

Replace the Reaction Carrier and low reverse clutch plates.

Parts Information

Part Number	Description	QTY
24241237	Reaction Carrier	1

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
K7324	Reaction Carrier Overhaul	Use Published Labor Operation Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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