



Service Bulletin

PRELIMINARY INFORMATION

Subject: Allison LCT1000 TAC TCM Part Restriction

Models: 2012-2013 Chevrolet Silverado

2012-2013 GMC Sierra

Equipped With The Allison LCT1000 Transmission RPO MW7

This PI was superseded to remove the 2011 model year. Please discard PIP4560M.

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

Condition/Concern

The Allison Transmission Control Module (TCM) P/N 24256861 is on restriction through GM TAC as part of our ongoing quality improvement efforts to assist Engineering with product concern identification. Your cooperation with this program is greatly appreciated. If diagnosis has led to replacement of the TCM please contact the Technical Assistance Center (TAC) @ 877-446-8227 (U.S.) or in Canada 1-800-263-7740 (English) or 1-800-263-7960 (French) to discuss the information/diagnostics that led to the replacement of the TCM. Please complete the questionnaire below before calling the TAC.

Recommendation/Instructions

Does the concern follow the suspect TCM when swapped into a known good vehicle? Y/N

Note: Clear the DTCs from the TCM prior to swapping the TCM into a known good vehicle for testing.

Note: Do not swap a known good TCM into a problem vehicle for testing. A good TCM could be damaged by a problem in the vehicle.

Note: If the vehicle has a shift feel concern, swapping the TCM is not recommended due to the concern will follow the suspect TCM due to the learned shift cells/adapt values.

(Please refer to latest version of PIP5012 if the concern is a harsh downshift on a 2012 model year vehicle.)

(Please refer to latest version of PIP5113 if the concern is a delayed 1-2 upshift or a sluggish launch with high engine speed on a 2012 model year vehicle.)

What is the serial number on the TCM?

(Serial Number is located on the white label on the back of TCM, just above the AC Delco logo. It starts with BK and is 16 characters long.)

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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