



Service Bulletin

PRELIMINARY INFORMATION

Subject: Various Missing Gears, DTC P0776, P0796, P0878, P0873, P2714 or P2723 Set

Models: 2011 Buick LaCrosse, Regal
2011 Chevrolet Cruze, Equinox, Malibu
2011 GMC Terrain
Equipped with 6T40, 6T45 Automatic Transmission (RPOs MHC, MH7, MH8)
Vehicles Built Prior to April 1, 2011

Condition/Concern

Some customers may comment on one of the following conditions:

1. No first gear along with a possible DTC P2723 or P0878
2. No second or sixth gear along with a possible DTC P2714 or P0873
3. No fourth, fifth or sixth gear along with a possible DTC P0796
4. No reverse, third or fifth gear along with possible DTC P0776

Important: Only one of the conditions detailed above will be experienced with the issue described in this document. Two or more of the conditions detailed above will not be experienced.

Recommendation/Instructions

The condition may be caused by a non-functioning pressure control solenoid located inside the control solenoid valve assembly (TEHCM). To diagnose the condition, follow the appropriate 2011 vehicle SI diagnostics as detailed below.

1. No first gear along with a possible DTC P2723 - Follow DTC P2723 Diagnostics
2. No second or sixth gear along with a possible DTC P2714 or P0873 – Follow DTC P2714 Diagnostics
3. No fourth, fifth or sixth gear along with a possible DTC P0796 – Follow DTC P0796 Diagnostics
4. No reverse, third or fifth gear along with possible DTC P0776 – Follow DTC P0776 Diagnostics

Important: When servicing the transmission in any of the above listed vehicles, technicians may note that the automatic transmission fluid (ATF) has a very dark appearance, almost as if the fluid has been overheated or the clutches inside the transmission are distressed. The transmission fluid in these vehicles tends to turn dark due to rust inhibitors used on internal transmission parts during assembly. If the transmission fluid appears dark, do not assume that the transmission is damaged internally. Continue with diagnosis of the concern. Do not replace the transmission or the transmission fluid based only on the appearance of the transmission fluid.

If SI diagnostics determine that the condition is caused by the control solenoid valve assembly (TEHCM), it must be replaced.

Parts Information

Part Number	Description
24256524	Valve ASM, Control Solenoid (w/Body & TCM)
24248473	Body Kit, C/VLV

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
8463730	Control Solenoid Valve and Transmission Control Module Assembly Replacement	Use Published Labor Operation Time

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION