



Service Bulletin

File in Section: -

Bulletin No.: PIP4560Q

Date: August, 2013

PRELIMINARY INFORMATION

Subject: Allison LCT1000 PQC TCM Part Restriction

Models: 2012-2014 Chevrolet Silverado
2012-2014 GMC Sierra
Equipped With The Allison LCT1000 Transmission RPO MW7

This PI was superseded to change restriction to PQC. Please discard PIP4560P.

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) is on restriction through GM PQC 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 Product Quality Center (PQC) @ 866-654-7654 to discuss the information/diagnostics that led to the replacement of the TCM. Please complete the questionnaire below before calling the PQC.

Note: Please do not contact the PQC for a replacement TCM for a Medium Duty Vehicle. Please contact an Allison Authorized Dealer to order the TCM and have them program the TCM.

Note: IF the TCM P/N 24256861 is being installed on a 2009-2010 model year vehicle, operating system 24256581 must be selected in service programming.

Recommendation/Instructions

Prior to contacting the PQC Swap the TCM into a known good vehicle and be prepared to answer the following questions.

Note: Clear the DTC's 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.)

Does the concern follow the suspect TCM? Y/N

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.