



Service Bulletin

File in Section: -

Bulletin No.: PIP4560M

Date: April, 2013

PRELIMINARY INFORMATION

Subject: Allison LCT1000 TAC TCM Part Restriction

Models: 2011 - 2013 Chevrolet Silverado
2011 - 2013 GMC Sierra
Equipped with the Allison LCT1000 Transmission RPO MW7

This PI was superseded to update admin details. Please discard PIP4560L.

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 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 concern 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.