



# Service Bulletin

File in Section: -

Bulletin No.: PI1131

Date: December, 2013

## 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