



# Service Bulletin

File in Section: -

Bulletin No.: PIE0319

Date: October, 2014

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Fluid Leak from Front End of Allison Transmission

**Models:** 2014-2015 Chevrolet Silverado 2500/3500  
2014-2015 GMC Sierra 2500/3500

**Attention:** Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

### Condition

**Important:** If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment on a fluid leak under the vehicle.

Further inspection will reveal the leak to be transmission fluid and show the leak is coming from the front of the transmission.

### Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

### Instructions

After cleaning the suspect area, use a leak detection lamp and dye to identify the leak. If the leak is transmission fluid and it is determined to be coming from the front of the transmission, please contact one of the engineers listed below for additional instructions. DO NOT remove the transmission or attempt any repairs prior to calling.

### Contact Information

Engineer Name	Phone Number
Larry Belna	317-518-9365
Kyle Leppek	317-448-6383

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

### Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
8480168*	Engineering Information — Allison Transmission Front End Leak	0.4 hr

\*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.