



**SB-10055400-6589**

File in Section: -

Bulletin No.: PIE0290

Date: March, 2014

# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Malfunction Indicator Lamp Illuminated and/or No Start Condition Due to Loose Terminal or Bent Pins on TCM Harness

**Models:** 2014 Chevrolet Silverado 2500/3500  
2014 GMC Sierra 2500/3500  
Equipped with Allison® A1000 Transmission (RPO MW7)

**Attention:** Proceed with this PI 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 PIs.

### Condition

**Important:** If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment the Malfunction Indicator Lamp is illuminated. This may be accompanied with a no start condition.

### 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

This condition may be caused by a loss of communication with the Transmission Control Module (TCM). Perform the following steps to help diagnose the condition:

1. Check for DTCs in the Transmission Control Module (TCM) or loss of communication with TCM. Document any DTCs and follow service diagnostic procedures for particular DTCs.
2. Check the TCM connector and harness for terminals that are bent, loose, or have poor tension.
  - 2.1. If this condition is found, document the terminal or pin #.
  - 2.2. Photograph the terminals and/or pins.
3. Save any parts that are replaced. The engineer may request the replaced parts be returned for inspection.
4. Contact the engineer listed below with the results.

Digital pictures of the connector or harness may be requested. If pictures are requested, they should be sent using the Field Reporting Process. Submit a report as outlined in the latest version of Corporate Bulletin Number 02-00-89-002 (U.S. Dealers) or 10-00-89-006 (Canada Dealers). The report must include the PIE number for warranty claim payment.

### Contact Information

Engineer Name	Phone Number
Kim Sarver	(317) 498-1460

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
8480088*	Engineering Information – Malfunction Indicator Lamp Illuminated And/ Or No Start Condition	0.5 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		