



# Program Bulletin



## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Incorrect Transmission Thrust Bearing

**MODELS:** 2012 Chevrolet Silverado HD  
2012 GMC Sierra HD  
Equipped with Allison 6-Speed Automatic Transmission (MW7)

.....  
THIS PROGRAM IS IN EFFECT UNTIL MARCH 31, 2016.  
.....

### CONDITION

**Certain** 2012 Chevrolet Silverado and GMC Sierra HD vehicles, equipped with an Allison 6-speed automatic transmission (MW7), may have been built with an incorrect transmission thrust bearing. Over time, this bearing could fail, resulting in noise and poor transmission operation.

### CORRECTION

Dealers are to replace the thrust bearing.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

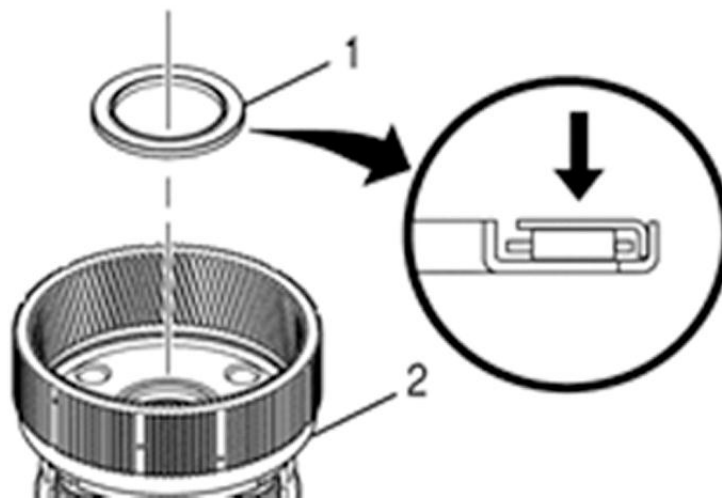
The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

**PART INFORMATION**

Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

**Note: Due to the small number of vehicles involved, dealers should not order parts for use as shelf stock. Parts should only be ordered by dealers who have involved vehicles assigned to them.**

<b>Part Number</b>	<b>Description</b>	<b>Quantity/Vehicle</b>
29531106	BEARING, INPUT CARR THR	1
29531325	GASKET, PTO CVR	1
29536941	GASKET, A/TRNS CASE EXTN	1
88861037 - US 19264717 - CN	FLUID, A/TRANS(DEXRON VI, 1 QT)	12
88996648	RETAINER, TRANS FLUID CLR PIPE CONN	2
29536834	SEAL, TRANS FLUID FIL TUBE	1
15126137	GASKET, CTLTC CONV	1
11561618	BOLT, TRANS MT (2WD)	2
29547443	NUT, OUTPUT SHF RET (4WD)	1
24263164	GASKET, TRFER CASE ADAP (4WD)	1
22913281	CLAMP, PROP SHF SLIP YOKE BOOT	2
15898003	RING, PROP SHF UJT SPIDER BRG RET (4WD)	4
11611401	BOLT, TRANS MT (4WD)	2

SERVICE PROCEDURE

3723744

**Caution:** Installing the thrust bearing incorrectly may cause permanent damage to the transmission.

1. Align the thrust bearing (1) so that the black oxide surface on the thrust bearing is facing up, away from the input carrier module (2).
2. Install the thrust bearing (1) onto the input carrier module (2).

**Note:** Remove the low and reverse clutch housing – 4WD using the same procedure as when removing a low and reverse clutch housing – 2WD.

**Note:** Do not attempt to replace the low and reverse clutch housing with the transmission in the vehicle. Several internal components are held in place by the housing and they will come out of alignment during reassembly. Attempting to do so will result in the following conditions:

- Displacement of eighteen (18) clutch springs
- Damage to C5 clutch plates
- Damage to P2 & P3 thrust bearings
- Improper transmission end play
- Shop comebacks

1. Remove the transmission from the vehicle.
2. Remove the intermediate carrier and main shaft from the transmission to gain access to the thrust bearing assembly. Remove and replace the thrust bearing. Refer to the following service procedures in SI to perform this repair.
  - Low and Reverse Clutch Piston and Output Carrier Assembly Removal
  - Intermediate Carrier and Main Shaft Removal
  - Input Carrier Assembly and 2-6 Clutch Installation

## COURTESY TRANSPORTATION

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

## WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9100370	Thrust Bearing Replacement	
	- 2WD	6.5
	- 4WD	7.1

## CUSTOMER NOTIFICATION

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

## DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through March 31, 2016.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through March 31, 2016, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

March 2014

Dear General Motors Customer:

We have learned that your 2012 model year Chevrolet Silverado HD or GMC Sierra HD vehicle, equipped with an Allison 6-speed automatic transmission, may have been built with an incorrect transmission thrust bearing. Over time, this bearing could fail, resulting in noise and poor transmission operation.

Your satisfaction with your Silverado HD or Sierra HD is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will replace the thrust bearing. This service will be performed for you at **no charge until March 31, 2016**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on Courtesy Transportation.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Jim Moloney  
General Director,  
Customer and Relationship Services

GM CUSTOMER CARE AND AFTERSALES  
DCS3144  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 4, 2014

Subject: 14043 - Customer Satisfaction Program  
Incorrect Transmission Thrust Bearing

Models: 2012 Chevrolet Silverado HD and GMC Sierra HD Equipped  
with Allison 6-Speed Automatic Transmission (MW7)

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, New Vehicle Sales Manager,  
Used Vehicle Sales Manager, and Warranty Administrator

General Motors is announcing Customer Satisfaction Program 14043 today.  
The total number of U.S. vehicles involved is approximately 250. Please see  
the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on March 11, 2014.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated March 4, 2014.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available March 4, 2014.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES