



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Torque Converter Clutch Wear

MODELS: 2010-2014 Chevrolet Express
2010-2014 GMC Savana
All Equipped Engine RPO L96 and Transmission RPO MYD

CONDITION

Certain 2010-2014 model year Chevrolet Express and GMC Savana model vehicles, equipped with Engine RPO L96 (6.0L V-8) and Transmission RPO MYD (6 Speed Auto), may have a condition in which high duty cycle use while pulling trailers and/or vehicles (such as fleet customers driving cut-away models with 16 foot boxes) can exceed the target energy input to the clutch. This may lead to faster torque converter clutch friction material wear than expected. Some operators of vehicles with this condition have reported a driveline vibration or shudder feeling.

CORRECTION

Dealers are to reprogram the Transmission Control Module (TCM).

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, or sent directly to export dealers. 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

No Parts are required for this bulletin.

SERVICE PROCEDURE

Note: The Service Fast Learn Adapts procedure must be performed when one of the following repairs have been made to the vehicle. Failure to perform the procedure after one of the following repairs may result in poor transmission performance, as well as transmission DTCs being set:

- Transmission internal service/overhaul
- Valve body repair or replacement
- Control solenoid valve assembly replacement
- TCM software/calibration update
- Any service in response to a shift quality concern

Reprogram the transmission control module. Refer to *Transmission Control Module Programming and Setup* in SI.

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
9101077	Transmission Control Module Reprogramming with SPS	0.5

CUSTOMER NOTIFICATION – For US and Canada

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

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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 November 30 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 in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



November 2014

Dear General Motors Customer:

Certain 2010-2014 model year Chevrolet Express and GMC Savana model vehicles, equipped with Engine RPO L96 (6.0L V-8) and Transmission RPO MYD (6 Speed Auto), may have a condition in which high duty cycle use while pulling trailers and/or vehicles (such as fleet customers driving cut-away models with 16 foot boxes) can exceed the target energy input to the clutch. This may lead to faster torque converter clutch friction material wear than expected. Some operators of vehicles with this condition have reported a driveline vibration or shudder feeling.

Your satisfaction with your Express or Savana 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 reprogram the Transmission Control Module. This service will be performed for you at **no charge until** November 30 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.

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	
GM Medium Duty Truck	1-800-862-4389	

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.

Alicia S. Boler-Davis
Sr. Vice President
Global Quality & Customer Experience

GM CUSTOMER CARE AND AFTERSALES
DCS3436
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 07, 2014

Subject: 14730 - Customer Satisfaction Program
Torque Converter Clutch Wear

Models: 2010-2014 Chevrolet Express
2010-2014 GMC Savana
Equipped with Engine RPO L96 and Transmission RPO MYD

To: All Chevrolet and GMC Dealers

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

General Motors is releasing Customer Satisfaction Program 14730 today. The total number of U.S. vehicles involved is approximately 69,550. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter will mail in the near future.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated November 07, 2014. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES