



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** PQC 2016 CVT7 Transmission Assembly Torque Converter Valve Body And TCM Restriction

**Models:** 2016 Chevrolet Spark  
Equipped with the Jatco CVT7 automatic transmission RPO MR8

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

As part of our ongoing quality improvement efforts the 2016 Chevrolet Spark equipped with the Jatco CVT7 transmission (RPO MR8) will have the following part numbers placed on restriction. The transmission assembly P/N 24274647, the torque converter P/N 25194687 the valve body P/N 25194692 and the TCM P/N 25188087 will be placed on a parts restriction through the Product Quality Center (PQC) on 11/01/2015. This parts restriction will assist Engineering with product feedback. Your cooperation with this program is greatly appreciated.

### Recommendation/Instructions

If you require a transmission assembly, torque converter, valve body or TCM component for a 2016 Chevrolet Spark equipped with the Jatco CVT7 transmission (RPO MR8) please refer to the following:

Attach a MDI and a Laptop to the vehicle's data link connector and start the GDS2 software. Obtain GDS2 session log of the engine, transmission and vehicle DTC data while driving the vehicle under the conditions the concern is present as described by the customer and attempt to duplicate the concern. Please bookmark the GDS2 session log when the concern is present. Refer to the latest version of PIP4902 and email the GDS2 session log to TAC and complete the following diagnostic questionnaire before you contact the PQC at 1-866-654-7654.

**Note:** This information including the GDS2 session log will be required before a transmission assembly, torque converter, valve body or TCM component will be approved for replacement by engineering.

**Note:** The only fluid to be used in this transmission is ACDelco CVT Fluid (Part No. 19260800, in Canada 19299096).

Caller's Name/Position? \_\_\_\_\_

Direct Phone Number? \_\_\_\_\_

Date? \_\_\_\_\_

VIN ? \_\_\_\_\_

Mileage? \_\_\_\_\_

Is the restricted part being requested for Customer Pay? Yes \_\_\_\_\_ N \_\_\_\_\_

Customer Concern? \_\_\_\_\_

CVT Serial No? \_\_\_\_\_

Repeat Complaint? Yes \_\_\_\_\_ N \_\_\_\_\_

Check all that apply:

Symptom? \_\_\_\_\_

MIL On? Yes \_\_\_\_\_ N \_\_\_\_\_

Won't move? \_\_\_\_\_ Slip? \_\_\_\_\_ Poor Shift (Shock · ENG Flare)? \_\_\_\_\_

Harsh engagement? \_\_\_\_\_ Engine stall? \_\_\_\_\_ Vibration (Shudder)? \_\_\_\_\_

Ratio / fixed gear (1st gear / 2nd gear)? \_\_\_\_\_

CVT fluid leak? Yes \_\_\_\_\_ N \_\_\_\_\_ When? \_\_\_\_\_ Where? \_\_\_\_\_

**Note:** If the transmission does have a leak, please clean the area around the leak and circle the area and perform a dye test. Please obtain a picture of the leak while under the black light.

Noise? \_\_\_\_\_ Buzz? \_\_\_\_\_ Clunk? \_\_\_\_\_ Whine? \_\_\_\_\_ Rattle? \_\_\_\_\_ Other? \_\_\_\_\_

Occurrence Frequency?

Always? \_\_\_\_\_ Intermittent? \_\_\_\_\_ Unable to duplicate? \_\_\_\_\_

Driving Condition?

Stop at idle? \_\_\_\_\_ Take off? \_\_\_\_\_ Just before a stop? \_\_\_\_\_ Acceleration? \_\_\_\_\_

Deceleration? \_\_\_\_\_ Cruise Speed? \_\_\_\_\_ Converter clutch engagement? \_\_\_\_\_ Converter clutch release? \_\_\_\_\_

Part Throttle? \_\_\_\_\_ Wide open throttle? \_\_\_\_\_ With A/C on? \_\_\_\_\_

Vehicle Speed? \_\_\_\_\_ MPH Gear select position? \_\_\_\_\_ Trans fluid temp? \_\_\_\_\_ F Environment?

Extremely Hot (Above 85 F)? \_\_\_\_\_ Extremely Cold (Below 10 F)? \_\_\_\_\_

Road Condition? Uphill \_\_\_\_\_ Downhill \_\_\_\_\_

Road Type? Dirt \_\_\_\_\_ Cement \_\_\_\_\_ Gravel \_\_\_\_\_ Black Top \_\_\_\_\_

Traffic Condition:

Stop & Go? \_\_\_\_\_ Light Traffic? \_\_\_\_\_ Heavy Traffic? \_\_\_\_\_ Not Related? \_\_\_\_\_

Vehicle Usage?

Personal? \_\_\_\_\_ Business? \_\_\_\_\_

Accident History?

No \_\_\_\_\_ Yes \_\_\_\_\_ If Yes Mileage when accident occurred? \_\_\_\_\_

Service History Related with CVT? \_\_\_\_\_

Other? \_\_\_\_\_

Technician Section:

Please Provide Transmission Data: Condition Duplication? Yes \_\_\_\_\_ N \_\_\_\_\_

Other Concerns? \_\_\_\_\_

Trans Fluid Level: (See SI document 3327666) Correct? \_\_\_\_\_ Low? \_\_\_\_\_ High? \_\_\_\_\_ Mixed with another fluid / coolant? Yes \_\_\_\_\_ N \_\_\_\_\_

Fluid Condition? \_\_\_\_\_ Normal? \_\_\_\_\_ Burnt? \_\_\_\_\_ Metal Contamination? \_\_\_\_\_

DTC? Yes \_\_\_\_\_ N \_\_\_\_\_ Current? \_\_\_\_\_ Stored? \_\_\_\_\_

Stall Test: (See SI document 3329235) Drive RPM? \_\_\_\_\_ Reverse RPM? \_\_\_\_\_

Line Pressure: (See SI document 3329223) P and N PSI? \_\_\_\_\_ Drive and Reverse at idle PSI? \_\_\_\_\_ Drive and Reverse at stall PSI? \_\_\_\_\_

Are there any non-factory installed devices or modifications to the vehicle (ENG Performance, Suspension, Tire Size Up, etc)? Yes \_\_\_\_\_ N \_\_\_\_\_

If Yes please describe. \_\_\_\_\_

Technician Diagnosis

Opinion? \_\_\_\_\_

Technician ID # \_\_\_\_\_ Technician Signature \_\_\_\_\_

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools,

safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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