



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Transmission Gear Low Surface Hardness
Expires with Base Warranty

MODELS: 2014 Chevrolet Silverado and GMC Sierra
Equipped with Automatic Transmission (RPO MYC)

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to replace suspect transmissions on certain 2014 Chevrolet Silverado and GMC Sierra vehicles equipped with automatic transmission (RPO MYC). These vehicles may have a transmission-durability issue due to improperly heat treated long-pinion gears, which may have been manufactured below specification for surface hardness. Over time, the gear may begin to yield and then break, which can cause gear teeth to become detached. If this occurs, transmission noise may result, and the driver could experience reduced vehicle mobility. A total of eight vehicles are involved.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

VEHICLES INVOLVED

All involved vehicles are identified by VIN on the Investigate Vehicle History screen in the Global Warranty Management System. Dealership technicians 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.

Additionally, a list of involved vehicles currently in dealer inventory is available on the "Service Update Bulletin Information" link under the "Service" tab in GM GlobalConnect. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

Parts required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCCA). 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.

Important: Since only eight vehicles are involved in this service update, dealers are strongly encouraged not to order parts until vehicle involvement has been confirmed.

Part Number	Description	Quantity/Vehicle
24270747	TRANSMISSION (4CCA / 5CCA)	1
24270749	TRANSMISSION (4CKA / 5CKA)	1
23107857	RETAINER-FRT PROP SHF	2 (If Needed)
23107858	RETAINER-F/AXL PROP SHF	2 (If Needed)
11561618	BOLT ASM-HVY HX FLG HD W/FL W/PATCH	2 (If Needed)
88861037-US 19264717-CA	FLUID, A/TRANS (DEXRON 6)	As Needed (Up to 1 Quart)

SERVICE PROCEDURE

1. Remove transmission from vehicle. Refer to *Transmission Replacement* in SI.
2. Install a new transmission. Refer to *Transmission Replacement* in SI.

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	Net Item
9101092	Transmission Replacement	5.3	*

The amount identified in “Net Item” should represent the actual sum total of the current GMCCA Dealer net price for the automatic transmission fluid (DEXRON 6) needed to perform the required repairs, not to exceed \$4.64 USD, \$4.17 CAD, plus applicable Mark-Up.

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

GM CUSTOMER CARE AND AFTERSALES
DCS3496
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 13, 2015

Subject: 14614 – Service Update Bulletin
Transmission Gear Low Surface Hardness

Models: 2014 Chevrolet Silverado and GMC Sierra Equipped with
Automatic Transmission (MYC)

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 releasing Service Update Bulletin 14614 today. The total number of U.S. vehicles involved is 7. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated January 14, 2015. A list of involved vehicles is attached to this message.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES