



Service Bulletin

SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Torque Converter Machining Spill
Expires with Base Warranty

MODELS: 2015 Chevrolet Silverado HD
2015 GMC Sierra HD, Sierra Denali HD
Equipped with Allison 6-speed Automatic Transmission (RPO MW7)

The Service Procedure section has been revised to clarify the torque converter Julian date code inspection procedure (Step 6). Only torque converters produced during the 2015 calendar year are suspect. Please discard all copies of bulletin 15435.

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 the torque converter on **certain** 2015 model year Chevrolet Silverado HD, GMC Sierra HD and GMC Sierra Denali HD vehicles equipped with an Allison 6-speed automatic transmission (RPO MW7). These vehicles may have been assembled with an incorrectly machined torque converter. Customers may experience noise, poor performance and, if this condition is not corrected, eventual transmission failure.

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 in the Global Warranty Management System – Investigate Vehicle History Application. 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 (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. 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 recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering any parts. Specifically, the torque converter will be on Order Writing control and all DRO’s (Daily Replenishment Orders) will cancel. Part has also been excluded from RIM. Dealers should place orders as CSO (Customer Special Order), with the involved VIN number in the note field. In emergency situations a dealer should place a SPAC case and the orders will be processed in the order received.

Important: It is estimated that only 406 vehicles will require torque converter replacement. Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace the torque converter.

Part Number	Description	Quantity/Vehicle
29546573	Torque Converter	1
88861037-US 19264717-CN	DEXRON®-VI Automatic Transmission Fluid	10 quarts
24263164	Gasket, Trfer Case Adap	1
29536478	Gasket, A/Trans Front Case	1
29537620	Seal, A/Trans Fluid Pump (O-ring)	1
29540130	Gasket, T/Cv Hsg	1
15126137	Seal, Exhaust System (4-hole Gasket)	1
23170499	Prop Shaft Yoke Retainers	2
11548472	Prop Shaft Bolts	2
11611401	Transmission Mount Bolts	2

SERVICE PROCEDURE

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



4212661

2. Locate the transmission access cover. The access cover is located on the bottom side of the transmission on the driver side of the vehicle.
3. Remove the access cover from the bottom of the transmission to expose the 25 mm (1 in) x 51 mm (2 in) inspection window (1).

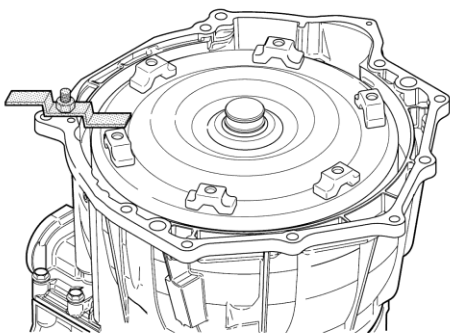
4. Rotate the torque converter clockwise using the engine crankshaft damper bolt until a white label appears in the inspection window.
5. Rotate the torque converter clockwise an additional 180 degrees to reveal the Julian date stamp on the torque converter.



4212662

For torque converters built during the 2015 calendar year, inspect the first 3 digits of the Julian date, which are identified in the box, to determine if the torque converter must be replaced.

6. Use a light with a mirror or a borescope to read the Julian date.
 - If the last two digits are 15 and the first three digits of the Julian date are 123, 124, 125, 126 or 127, the torque converter will need to be replaced. Proceed to step 7.
 - If the last two digits are 15 and the first three digits **are anything but 123, 124, 125, 126 or 127**, the torque converter does NOT require replacement. No further action is required. Install the transmission access cover and lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
 - If the last two digits are 14 the torque converter does NOT require replacement. No further action is required. Install the transmission access cover and lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



1660894

Special Tools

- J 21366 Converter Holding Strap
 - J 44723 Transmission/Stand Adaptor Plate
 - J 46409 Torque Converter Lifting Handles
7. Remove the torque converter from the transmission. Refer to *Torque Converter Replacement* in SI.

Caution: Failure to follow SI when installing the torque converter will result in damage to the seal rings located on the stator support.

8. Install a new torque converter. Refer to *Torque Converter 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
9101591	Torque Converter Julian Date Inspection – No Further Action Required	0.5
9101592	Torque Converter Replacement	
	4-Wheel Drive	8.3*
	2-Wheel Drive	6.8*
	ADD: Fill Cooling System	0.3
	*Includes inspection, flow checking the cooler and cooler/line flushing.	

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
DCS3687
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 17, 2015

Subject: 15435A – Service Update Bulletin
Torque Converter Machining Spill
Revised Service Procedure

Models: 2015 Chevrolet Silverado HD
2015 GMC Sierra HD, Sierra Denali HD
Equipped with 6-speed Allison Automatic Transmission (RPO MW7)

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

The Service Procedure section has been revised to clarify the torque converter Julian date code inspection procedure (Step 6). Only torque converters produced during the 2015 calendar year are suspect. Please discard all copies of bulletin 15435.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES