

# Customer Satisfaction Program

## 44470 Torque Converter With Piston Apply Surface Not Machined



Reference Number: N16204447

GWM Number: 2044470

Release Date: June 2016

Revision: 00

**Attention:** This program is in effect until June 30, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	CT6	2016	2016	M5N	8-Speed Automatic Transmission
Chevrolet	Camaro	2016	2016	M5T	8-Speed Automatic Transmission

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain 2016 model year Chevrolet Camaro and Cadillac CT6 vehicles, equipped with an 8-speed automatic transmission (RPO M5T or M5N), may have been built with an incorrectly machined torque converter pressure plate. Over time, this condition could result in a shudder or vibration, fluctuations on the tachometer and possible torque converter failure.
<b>Correction</b>	Replace the transmission.

### Part Information

#### Chevrolet Camaro

Quantity	Part Name	Part No.
2	BOLT FRT LWR C	11611268
2	BOLT FRT LWR C	11610915
4	NUT ENG MT	11516078
4	BOLT, RR SUSP CRADLE FRT	11547921
2	BOLT, DRIVETRAIN & FRT SUSP CRADLE RR	11611261
1	GASKET, CTLTC CONV (AT CONVERTER)	22759470
1	SEAL, TRANS FLUID CLR PIPE FTG (AT TRANS) (SEALS ONE PIPE)	24237658
3	BOLT, TRANSAXLE T/CV (LTG)	11588468
6	BOLT, TRANSAXLE T/CV (LGX)	11588468
1	TRANSMISSION ASSEMBLY(LGX)	24271514
1	TRANSMISSION ASSEMBLY(LTG)	24271513
(As Required)	ADHESIVE,GENERAL PURPOSE	19332211

#### Cadillac CT6

Quantity	Part Name	Part No.
1	GASKET, CTLTC CONV (AT CONVERTER)	22759470
6	BOLT, TRANSAXLE T/CV	11588468
1	TRANSMISSION ASSEMBLY(LGX)	24277260
(As Required)	ADHESIVE,GENERAL PURPOSE	19332211
1	SEAL-TRANS FLUID CLR PIPE FTG	23135703
2	GASKET-EXH SYS FRT	22997477
8	BOLT/SCREW	11548391
1	SEAL-A/C CMPR & CND SR HOSE	13579646
1	SEAL-A/C EVPR TUBE	13579648
1	PIPE ASM-TRANS FLUID CLR INL & OTLT	84013048

**Note:** Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which transmission and parts to order.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type
9102256	Transmission Replacement - Camaro	6.2	ZFAT
9102309	Transmission Replacement – CT6	9.3	ZFAT

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### Service Procedure

1. Remove transmission. Refer to *Transmission Replacement* in SI.
2. Install transmission. Refer to *Transmission Replacement* in SI.

### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through June 30, 2018. 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 June 30, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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 recall 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 recall.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Section 6.1.10 – Courtesy Transportation, for details.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

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.



## Customer Satisfaction Program

### 44470 Torque Converter With Piston Apply Surface Not Machined



June 2016

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2016 model year Cadillac CT6 or Chevrolet Camaro may have been built with an incorrectly machined torque converter pressure plate. Over time, this condition could result in a shudder or vibration, fluctuations on the tachometer and possible torque converter failure.

Your satisfaction with your vehicle 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 transmission. This service will be performed for you at **no charge until June 30, 2018**. 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.

Division	Number	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

44470

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4061  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 6, 2016

Subject: 44470 - Customer Satisfaction Program  
Torque Converter With Piston Apply Surface Not Machined

Models: 2016 Cadillac CT6  
2016 Chevrolet Camaro  
Equipped with 8-Speed Automatic Transmission (M5T/M5N)

To: All Cadillac and Chevrolet Dealers

General Motors is releasing Customer Satisfaction Program 44470 today. The total number of U.S. vehicles involved is approximately 80. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin the week of June 20<sup>th</sup>, 2016.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 7, 2016. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS