

Customer Satisfaction Program

44120 Cracked 2-3-4-6-8 Clutch Piston



Reference Number: N16204412
GWM Number: 2044120

Release Date: July 2016
Revision: 00

Attention: This program is in effect until July 31, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	CT6	2016	2016	M5X	8-Speed Auto Trans (8L90)
Chevrolet	Silverado LD	2016	2016	M5U	8-Speed Auto Trans (8L90)
GMC	Sierra LD	2016	2016	M5U	8-Speed Auto Trans (8L90)

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.

Condition	Certain 2016 model year Cadillac CT6, Chevrolet Silverado LD and GMC Sierra LD vehicles, equipped with an 8-speed automatic transmission, may have a condition in which the 2-3-4-6-8 Clutch Piston is out of specification. Parts as installed exhibited a crack condition as cast after machining. As a result the vehicle could exhibit 1-2 upshift slipping or a flaring condition.
Correction	Replace the transmission.

Part Information

Note: Use the Vehicle Identification Number (VIN), SI and the GM Electronic Parts Catalog to determine which parts to order.

Quantity	Part Name	Part No.
1	Transmission Assembly	24281107
1	Transmission Assembly	24281336
1	Transmission Assembly	24279030
1	Transfer Case Adapter Gasket	24245110
1	Transmission Fluid Cooler Pipe Fitting Seal	23135703
1	Exhaust System Seal – RH	15077362
1	Exhaust System Seal – LH	15035747
1	Exhaust Pipe Clamp	20779889
4	Front Axle Prop Shaft Bolt	11548472
2	Transmission Mount Bolts	11547366
2	Rear Prop Shaft Retainer	23107857
6	Transmission Torque Converter Bolt	24503068
1	Front Axle Prop Shaft Slip Yoke Boot Clamp	26064275
1	Catalytic Converter Gasket (At Converter)	22759470
6	Rear Prop Shaft Bolt	11611279
8	Front Axle Prop Shaft Bolt	11547241
2	Air Conditioning Evaporator Seal	13579649
2	Air Conditioning Evaporator TXV Seal	13579646
2	Transmission Fluid Auxiliary Cooler Retainer	23385887
2	Front Suspension Strut Bolt	11561309
2	Front Lower Control Arm Front Bolt	11547107
2	Front Lower Control Arm Rear Bolt	11547108
2	Front Wheel Drive Shaft Nut	11612295
1	Front Wheel Drive Intermediate Shaft Retaining Ring	23269759
8	Drivetrain and Front Suspension Cradle Bolt	11548391
6	Automatic Transmission Flex Plate Bolt	11588468

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102433	Transmission Replacement <ul style="list-style-type: none">- Cadillac CT6- Chevrolet Silverado/GMC Sierra- Add: 4WD (Chevrolet Silverado/GMC Sierra Only)- Add: With Transfer Case Shield (Chevrolet Silverado/GMC Sierra Only)	16.7 4.7 0.7 0.1	ZFAT	N/A

Service Procedure

Replace the transmission. Refer to *Transmission Replacement*, *Transmission Replacement (LGW Engine)*, *Transmission Replacement (LTG Engine)*, or *Transmission Replacement (LGX Engine)* in SI.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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 July 31, 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 July 31, 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 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.

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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 program 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.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

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August 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2016 model year Cadillac CT6, Chevrolet Silverado LD or GMC Sierra LD equipped with an 8-speed automatic transmission, may have a condition in which the 2-3-4-6-8 Clutch Piston is out of specification. Parts as installed exhibited a crack condition as cast after machining. As a result the vehicle could exhibit 1-2 upshift slipping or a flaring condition.

Your satisfaction with your GM 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 August 31, 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

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)
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
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

44120

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4126
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 29, 2016

Subject: 44120 - Customer Satisfaction Program
Cracked 2-3-4-6-8 Clutch Piston

Models: 2016 Cadillac CT6 Equipped w/ 8-Spd Automatic (RPO M5X)
2016 Chevrolet Silverado LD Equipped w/ 8-Spd Automatic (RPO M5U)
2016 GMC Sierra LD Equipped w/ 8-Spd Automatic (RPO M5U)

To: All Cadillac, Chevrolet and GMC Dealers

General Motors is releasing Customer Satisfaction Program 44120 today. The total number of U.S. vehicles involved is approximately 884. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on August 11, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated July 29, 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