



Service Bulletin

SERVICE UPDATE

SUBJECT: Service Update for Inventory Vehicles Only
Transmission to Engine Bolt Torque
Expires April 30, 2017

MODELS: 2016 Chevrolet Silverado
2016 GMC Sierra

This service update involves vehicles in dealer inventory only and will expire April 30, 2017.

Vehicles involved in this recall were placed on stop delivery April 4, 2016. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

PURPOSE

This bulletin provides a service procedure to align the transmission to the engine on **certain** 2016 model year Chevrolet Silverado and GMC Sierra vehicles. These vehicles may have loose transmission to engine fasteners. Improper alignment of the engine and transmission could potentially result in flex plate breakage. The customer may experience vibration and/or noise.

This service procedure should be completed on involved vehicles currently in dealership inventory as soon as possible but no later than April 30, 2017, at which time this bulletin will expire.

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 can be found in GlobalConnect, under Departments, Service, Field Action Inventory Reports (US) or attached to the GlobalConnect message (Canada) used to release this bulletin.

PART INFORMATION

Parts required for the 5.3L engine are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. This part will be on Order Writing control initially and all DRO’s (Daily Replenishment Orders) will cancel. Dealers can place orders CSO (Customer Special Order). In emergency situations a dealer should place a SPAC case and the orders will be processed in the order received.

Note: There are no parts required for vehicles equipped with the 6.0 liter and 6.6 liter engines.

Parts for 5.3L Engine		
Part Number	Description	Quantity/Vehicle
23107857	RETAINER, F/AXL PROP SHF	2
26064275	CLAMP, F/AXL PROP SHF SLIP YOKE BOOT	1
15077362	SEAL, EXH SYS	1
15035747	SEAL, EXH SYS	1
20779889	CLAMP, EXH PIPE	1
15032594	NUT, EXH FRT PIPE	6

SERVICE PROCEDURE**5.3 LITER ENGINES**

1. Raise the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Remove the rear propeller shaft. Refer to *Rear Propeller Shaft Replacement* in SI.
3. Remove the transmission support crossmember. Refer to *Transmission Support Crossmember Replacement* in SI.
4. Remove the front axle propeller shaft, if equipped. Refer to *Front Axle Propeller Shaft Replacement* in SI.
5. Remove the three-way catalytic converter. Refer to *Three-Way Catalytic Converter Replacement* in SI.
6. Remove the fuel line bracket nut on the back of the transmission at the engine and reposition the fuel line bracket.
7. Lower the transmission to access the bolts securing the transmission to the engine.

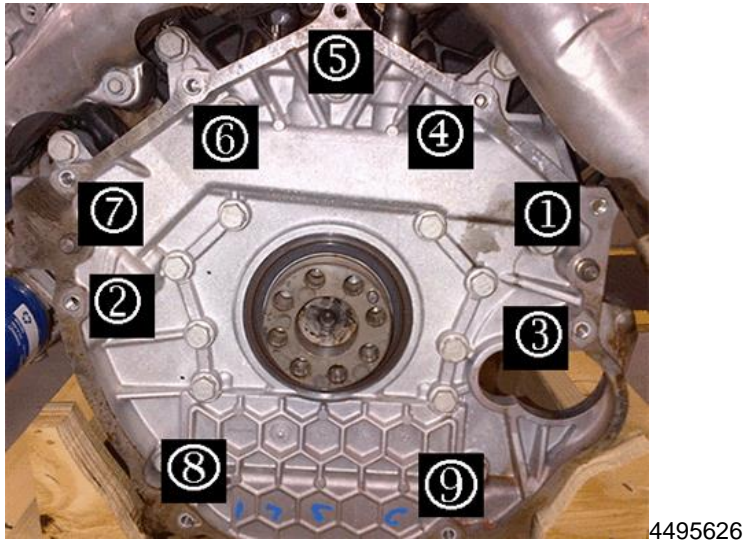


Illustration depicts a diesel engine. The gasoline engine does not have a bolt at position 4.

8. Loosen the transmission bolts in the sequence shown.

Note: Position 4 does not apply to gasoline engine.

9. Tighten the transmission bolts 1 and 2 to 50 Nm (37 lb. ft.). Starting with position 1 again, tighten bolts in sequence 1-9 as shown to 50 Nm (37 lb. ft.).
10. Install the fuel line bracket nut on the back of the transmission at the engine and reposition the fuel line bracket.
11. Raise the transmission back into place.
12. Install the three-way catalytic converter. Refer to *Three-Way Catalytic Converter Replacement* in SI.
13. Install the front axle propeller shaft, if equipped. Refer to *Front Axle Propeller Shaft Replacement* in SI.
14. Install the transmission support crossmember. Refer to *Transmission Support Crossmember Replacement* in SI.
15. Install the rear propeller shaft. Refer to *Rear Propeller Shaft Replacement* in SI.
16. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

6.0/6.6 LITER ENGINE

1. Raise the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Remove the transmission support crossmember. Refer to *Transmission Support Crossmember Replacement* in SI.
3. Lower the transmission to access the bolts securing the transmission to the engine.
4. Remove the wire harness/vent tube bracket nut from the converter housing stud and reposition the bracket.

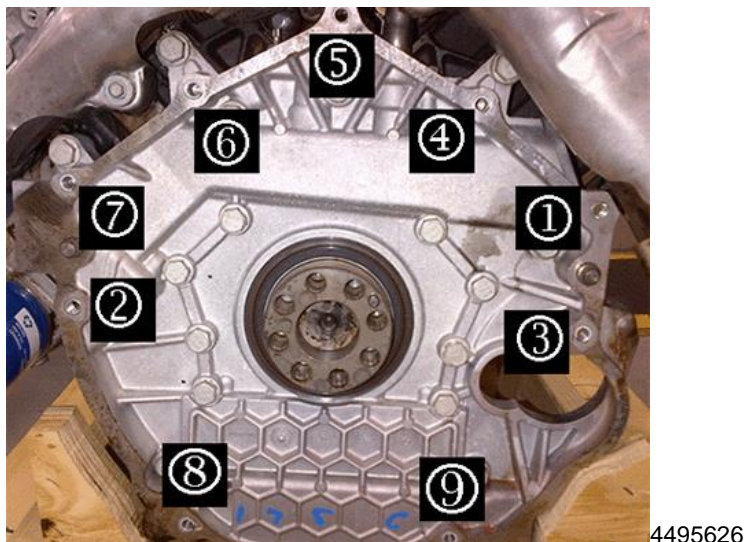


Illustration depicts a diesel engine. The gasoline engine does not have a bolt at position 4.

5. Loosen the transmission bolts in the sequence shown.

Note: Position 4 does not apply to gasoline engine.

- 6. Tighten the transmission bolts 1 and 2 to 50 Nm (37 lb. ft.). Starting with position 1 again, tighten bolts in sequence 1-9 as shown to 50 Nm (37 lb. ft.).
- 7. Reposition the wire harness/vent tube bracket and install the wire harness/vent tube bracket nut.
- 8. Raise the transmission back into place.
- 9. Install the transmission support crossmember. Refer to *Transmission Support Crossmember Replacement* in SI.
- 10. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* 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
9102167	Re-Torque Transmission to Engine Bolts: 6.0 or 6.6 Liter Engine Add: Vehicles equipped with 5.3L Engine	1.5 0.6

DEALER PROGRAM RESPONSIBILITY

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than April 30, 2017.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared 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.





41710 - Service Update - Transmission to Engine Bolt Torque

Updated Date: Apr 14, 2016 16:25 ET

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS3998
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 14, 2016

Subject: 41710 - Service Update
Transmission to Engine Bolt Torque

Models: 2016 Chevrolet Silverado
2016 GMC Sierra

To: All Chevrolet and GMC Dealers

General Motors is releasing Service Update 41710 today. The total number of U.S. vehicles involved is approximately 422. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery April 4, 2016 using a provisional tracking number of 16999. This number has been changed to 41710 to correspond with the Field Action bulletin. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated the week of April 18, 2016. A list of involved vehicles is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

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END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS



[41710 Bulletin.pdf](#)



[41710 US VIN List.xlsx](#)

About this Alert

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