



Service Bulletin

SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Transmission Single Clutch Surface Finish Out of Specification
Expires with Base Warranty

MODELS: 2016 Chevrolet Silverado
2016 GMC Sierra
Equipped with 8 Speed Automatic Transmission (RPO M5U)

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 transmission on certain 2016 model year Chevrolet Silverado and GMC Sierra vehicles equipped with an 8-speed automatic transmission (RPO M5U). The C-1-3-5-6-7 piston assembly internal to the transmission may be out of specification resulting in potential shift quality and long term durability issues.

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 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. 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 (GMCC&A). 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. A quantity limiter may be in effect.

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

Part Number	Description	Quantity/Vehicle
23135703	SEAL, TRANS FLUID CLR PIPE	1
24274275	TRANSMISSION AUTO	1
24274274	TRANSMISSION AUTO	1
23107857	RETAINER FRT PROP	2
11548472	BOLT FRT PROP	4
15035747	SEAL EXH MANIF	1
15077362	SEAL EXH MANIF	1
24245110	GASKET TRFER CAS	1
11547366	BOLT TRANS MT	2
26064275	CLAMP, F/AXL PROP SHF SLIP YOKE BOOT	1

SERVICE PROCEDURE

1. Remove transmission. Refer to *Transmission Replacement* in SI.
2. Install 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
9102178	Replace Transmission Assembly	4.7
	Add: with 4WD	0.8

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.

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.

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**

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4009
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 26, 2016

Subject: 39370 - Service Update Bulletin
Transmission Single Clutch Surface Finish Out of Specification

Models: 2016 Chevrolet Silverado
2016 GMC Sierra
Equipped with 8 Speed Automatic Transmission (RPO M5U)

To: All Chevrolet and GMC Dealers

General Motors is releasing Service Update Bulletin 39370 today. The total number of U.S. vehicles involved is approximately 19. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated April 27, 2016. A list of involved vehicles that are currently in-route or recently arrived 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