



Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Soft Park Pawl

MODELS: 2016 Chevrolet Silverado Crew Cab HD
2016 GMC Sierra Crew Cab HD
USA Vehicles Equipped with 6-Speed Automatic Transmission (RPO MW7)

.....
THIS PROGRAM IS IN EFFECT UNTIL JANUARY 31, 2018.
.....

CONDITION

Certain 2016 model year Chevrolet Silverado crew cab HD and GMC Sierra crew cab HD model vehicles equipped with a 6-speed automatic transmission (RPO MW7) may have a condition in which the park pawl does not meet the required hardness specifications. This may fracture the park pawl causing the vehicle to roll away or move while in park on an inclined surface due to the park pawl's inability to hold the vehicle in park.

CORRECTION

Dealers are to replace the park pawl.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel 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.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

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.

PARTS INFORMATIONParts Pre-Ship Information

Important: 100% of required parts to complete this program will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week of 1/18/16. Pre-shipped parts will be charged to dealer's open parts account. Dealer should not order parts for use as shelf stock.

Important: There are only 5 vehicles involved in this program. Below are the 5 vehicles and the assigned dealer.

BAC	VIN
114402	1GC4KZC81GF105560
114878	1GT12UE8XGF108413
116570	1GT12UE89GF107110
131077	1GT42VC89GF105816
242665	1GC1KWE84GF108418

Part Number	Description	Quantity/Vehicle
29540312	Park Pawl	1
29531147	Park Pawl Spring	1
88861037	Dexron VI Automatic Transmission Fluid	8
29536941	Automatic Transmission Case Extension Gasket	1

SERVICE PROCEDURE

Caution: Do not attempt to replace the low and reverse clutch housing with the transmission in the vehicle. Several internal components are held in place by the housing and they will come out of alignment during reassembly. Attempting to do so will result in the following conditions:

- Displacement of eighteen (18) clutch springs
- Damage to C5 clutch plates
- Damage to P2 & P3 thrust bearings
- Improper transmission end play
- Shop comebacks

Use the steps below to replace the Park Pawl.

1. Remove the transmission. Refer to *Transmission Replacement* in SI.
2. Remove the low and reverse clutch piston and output carrier assembly. Refer to *Low and Reverse Clutch Piston and Output Carrier Assembly Removal* in SI.
3. After performing the park pawl removal procedure, replace the park pawl with the service part listed above.
4. Install the low and reverse clutch piston and output carrier assembly. Refer to *Low and Reverse Clutch Piston and Output Carrier Assembly Removal* in SI.
5. Install the transmission. Refer to *Transmission Replacement* in SI.

COURTESY TRANSPORTATION

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

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
9101977	Replace Park Pawl and Spring ADD: 4WD	8.7 1.5

CUSTOMER NOTIFICATION

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this program bulletin before customers take possession of these vehicles. Part availability for this program is limited, but improving. Parts are available for dealers to address inventory units that have been sold. Dealers are strongly encouraged to address vehicles prior to delivery to the customer. However, if this is not possible, dealers are to make arrangements with the customer to return for completion of the Customer Satisfaction Program at a later date, convenient to the customer.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through January 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 January 31, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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

February 2016

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

Dear General Motors Customer:

We have learned that your 2016 model year Chevrolet Silverado or GMC Sierra heavy duty crew cab, equipped with a 6-speed automatic transmission, may have a condition in which the park pawl does not meet the required hardness specifications. This may fracture the park pawl, causing the vehicle to roll away or move while in park on an inclined surface due to the park pawl's inability to hold the vehicle in park.

Your satisfaction with your Chevrolet Silverado or GMC Sierra 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 park pawl. This service will be performed for you at **no charge until January 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)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
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