

Service Update

17108 Fractured Transmission Case



Reference Number: N172086150

Release Date: March 2017

Revision: 00

Attention: 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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado	2017	2017	MYC	6L80 Transmission
GMC	Sierra				

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 2017 model year Chevrolet Silverado and GMC Sierra vehicles may have a fracture in the parking lever support window which, if overloaded, may result in a further fracture of the transmission case. This may cause the park system to be inoperative.
Correction	Dealers will inspect transmission case for mold number and Julian date and replace suspect transmission.

Parts

Quantity	Part Name	Part No.
1	Transmission, Auto	24279060
1	Transmission, Auto	24279061
1	Transmission, Auto	24279062
1	Transmission, Auto	24279065
1	Retainer, Prop Shaft	23107857
As Required	Dexron VI Automatic Transmission Fluid (Canada - Quart)	19264717
As Required	Dexron VI Automatic Transmission Fluid (US - Quart)	88865601
1	Seal, Trans Fluid Cooler Pipe Fitting	23135703
1	Gasket, Transfer Case Adapter	24245110
1	Seal, Exhaust Manifold Pipe Rt.	15035747
1	Seal, Exhaust Manifold Pipe	15077362
4	Bolt, Front Axle Prop Shaft	11548472
2	Bolt, Transmission Mt.	11561618

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

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103048	Inspect Transmission Mold Number and Julian Date (No Further Action Required)	0.2	ZFAT	N/A
9103049	Replace Transmission (Includes Inspection) - Base - 4 Wheel Drive	4.1 5.4	ZFAT	N/A

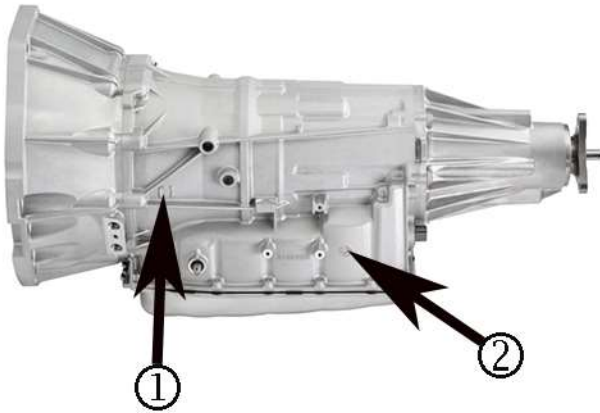
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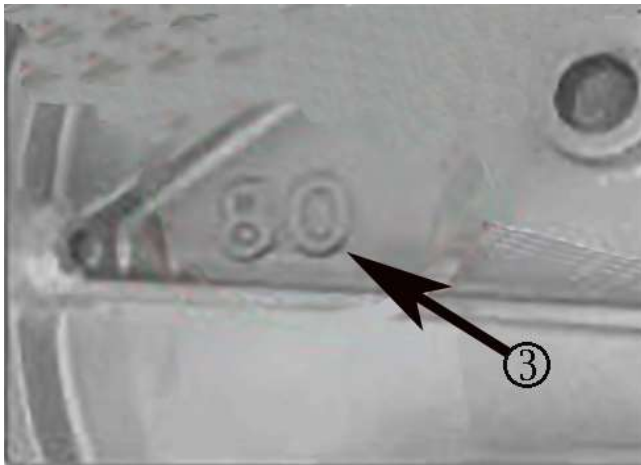
Service Procedure

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Locate the casting identification on the left side of the transmission case.

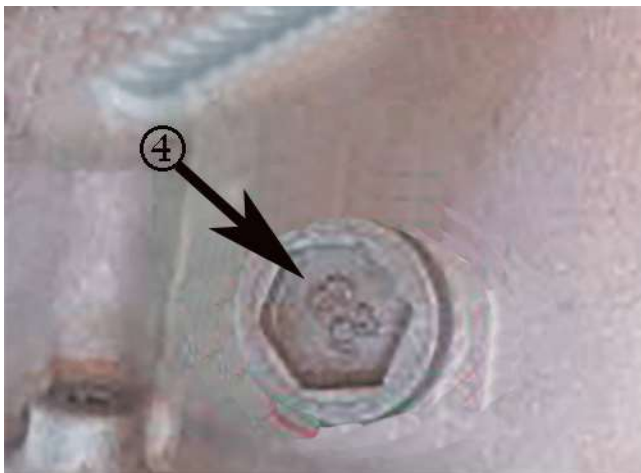


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3. Locate the mold number (1) and the Julian date (2).



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- If the mold number is 80 (3) **and** the Julian date is 20-26 (4) proceed to step # 4.
 - If the mold number or Julian date are anything other than the listed information, no further action is required.
4. Replace the transmission. Refer to *Transmission Replacement* in SI.

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Dealer 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/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.

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.



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URGENT - DISTRIBUTE IMMEDIATELY

Date: March 29, 2017

Subject: 17108 - Service Update
Fractured Transmission Case

Models: 2017 Chevrolet Silverado
2017 GMC Sierra
Equipped with 6L80 Transmission (MYC)

To: All General Motors Dealers

General Motors is releasing Service Update 17108 today. The total number of U.S. vehicles involved is approximately 1,000. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated today, March 29, 2017. 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
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