



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-228

Date: July, 2017

INFORMATION

Subject: Click or Tick Noise on 3-4 Shift

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado HD	2010	2017			All	MW7
GMC	Sierra HD	2010	2017			All	MW7

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with 6-Speed Allison Automatic Transmission (RPO MW7)
Condition	Some customers may comment the transmission makes a click/tick noise during the 3-4 upshift. The condition may be intermittent and may be more noticeable when the transmission is at operating temperature.
Cause	The click/tick noise is created when 4-5-6 clutch is applied within the rotating housing.
Correction	The click/tick noise should be considered a normal characteristic of the Allison A1000 transmission. No repairs should be attempted. Transmission durability and longevity are not affected by the tick/click noise.

Parts Information

No parts are needed for this condition.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

Service Procedure

No repairs should be attempted.

Version	1
Modified	

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



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