

Customer Satisfaction Program

17467 Automatic Transmission Fluid (ATF) Hose Replacement



Reference Number: N172140400

Release Date: February 2018
Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	3500 HD Low Cab Forward	2016	2017	IZ3	3.0L Diesel
Chevrolet	4500HD/XD Low Cab Forward	2016	2017	I1B	5.2L Diesel
Chevrolet	5500HD/XD Low Cab Forward	2016	2017	I1B	5.2L Diesel

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 2016 and 2017 model year 3500HD, 4500HD/XD, or 5500HD/XD Chevrolet Low Cab Forward vehicles, equipped with diesel engines, may have a condition in which the Automatic Transmission Fluid (ATF) hoses can crack and allow transmission fluid to leak. You may notice fluid on the ground, the transmission and/or check engine light(s) on the instrument panel may illuminate, or the ability of the vehicle to accelerate at higher speeds could be impacted.
Correction	Dealers are to replace the ATF hoses and clamps, even if they were recently replaced.

Parts

Quantity	Part Name	Part No.
1	ATF Hose Kit-I1B engine (Isuzu 4HK1) ATF Hose Kit, 4HK1 Includes: 3 Hoses, 6 Clamps	97780707
1	ATF Hose Kit-IZ3 engine (Isuzu 4JJ1) ATF Hose Kit, 4JJ1 Includes: 2 Hoses, 4 Clamps	97780708

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

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103611	Replace ATF Hoses & Clamps	0.8	ZFAT	N/A
9103628	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	*
9103629	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

* For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Customer Satisfaction Program

17467 Automatic Transmission Fluid (ATF) Hose Replacement



Service Procedure



4940910

- (1) Kit part # 97780707 (Isuzu 4HK1)
- (2) Kit part # 97780708 (Isuzu 4JJ1)

1. Ensure the vehicle is on a flat and level surface. Apply the parking brake and block the rear wheels. Ensure the vehicle will not move while performing the procedure.

Figure 1



4922879

2. Place an oil catch pan underneath the vehicle directly to collect draining ATF as each hose is being replaced.

Customer Satisfaction Program

17467 Automatic Transmission Fluid (ATF) Hose Replacement



Figure 2

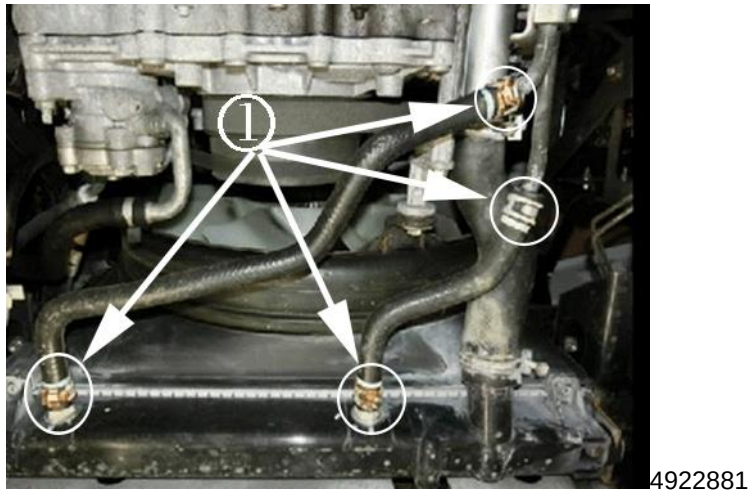
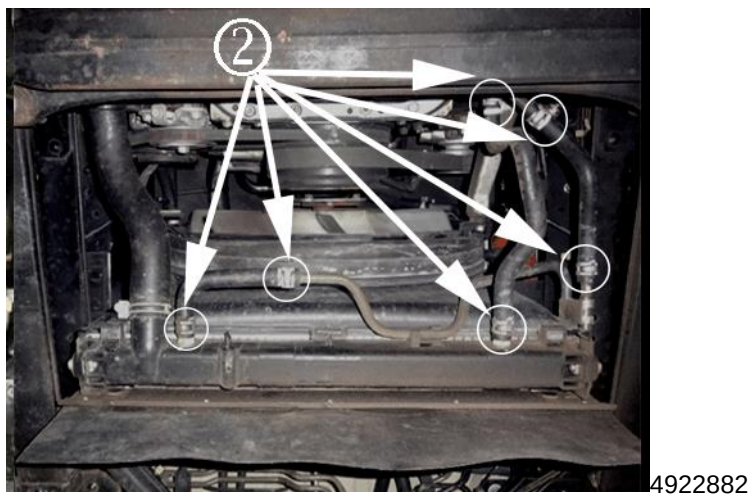


Figure 3



3. Loosen and slide all ATF hose clamps (1) 4JJ1 3.0L Diesel (2) 4HK1 5.2L Diesel) to the center of each hose.
4. With the oil catch pan in place, remove one end of a hose and allow the ATF to drain into the catch pan. When the ATF stops draining, remove the other end of the hose.

Customer Satisfaction Program

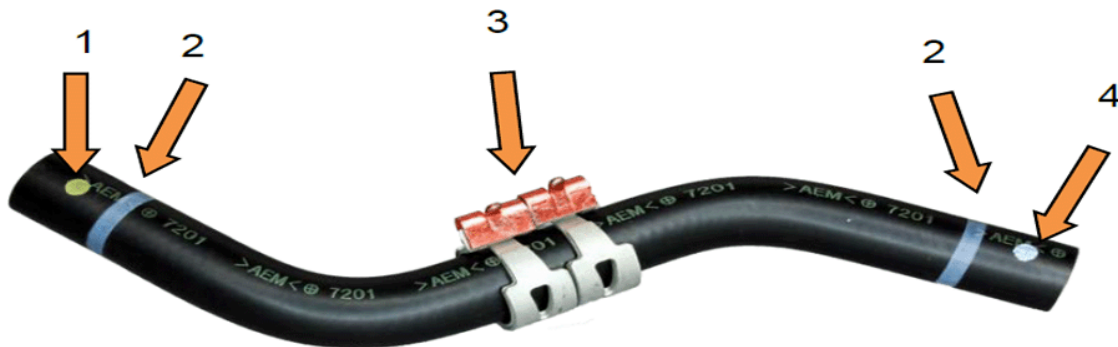
17467 Automatic Transmission Fluid (ATF)

Hose Replacement



Note: Approximately 4 to 5 oz. (118 – 147mL) of ATF drain during the service procedure.

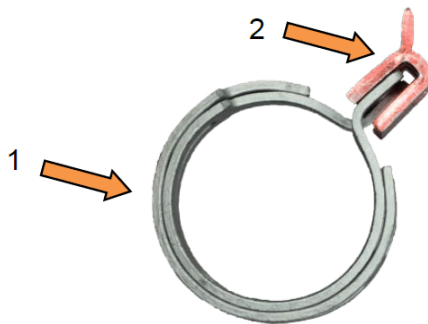
Figure 4



4935173

- (1) Yellow Marking Dot
- (2) Blue or White Band
- (3) Hose Clamps w/Lock Tabs
- (4) White Marking Dot

Figure 5



4935175

- (1) Hose Clamp
- (2) Lock Tab

Chart 1

Customer Satisfaction Program

17467 Automatic Transmission Fluid (ATF)

Hose Replacement



Engine	Hose Markings Install Toward Front of Vehicle	Hose Markings Install Toward Rear of Vehicle
4JJ1	Yellow Dot Install at Radiator Fitting 	Blue Dot or White Dot
4HK1	Yellow Dot Install at Radiator Fitting 	Blue Line or White Dot
	Pink Line Install to Front Pipe 	White Line

4935177

- Slide two new hose clamps onto the replacement hose (see Figure 4). The clamps are held in the open position with factory installed lock tabs (see Figure 5). Install the new replacement hose in the same location as the one that was removed. Every new hose has colored dots or lines at each end to ensure correct orientation on the vehicle (see Figure 4). Refer to Chart 1 to determine the orientation of each hose using these markings. Push each hose onto the pipe until the blue or white band on the hose is just over and beyond the bead on the pipe (see Figure 7). Push the hose onto the radiator fittings until the hose will go no further.

Figure 6

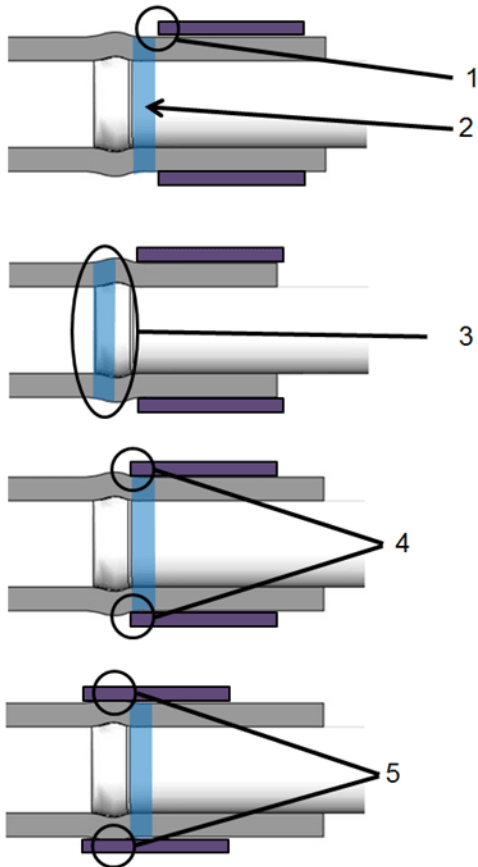
Customer Satisfaction Program

17467 Automatic Transmission Fluid (ATF) Hose Replacement



4935178

- Slide the hose clamps over the blue or white band and into position as shown in Figures 6 and 7. Remove the lock tabs from the clamps to allow them to compress onto the hose.



4935180

Figure 7

- (1) Proper distance between bead and clamp (GOOD)
- (2) Blue or white band is beyond the bead (BAD)
- (3) Blue or white band is not beyond the bead (BAD)
- (4) Clamp is too close to the bead (BAD)
- (5) Clamp is on top of the bead (BAD)

Customer Satisfaction Program

17467 Automatic Transmission Fluid (ATF) Hose Replacement



7. Ensure that the hose clamps are not placed over the beads on the pipes (see Figure 7). Adjust the clamps as necessary.
8. Perform steps 4 through 7 for the remaining hose(s).
9. Depress the brake pedal and start the engine, and move the shift lever through all gear positions, returning to the "P" position. Inspect for leaks.

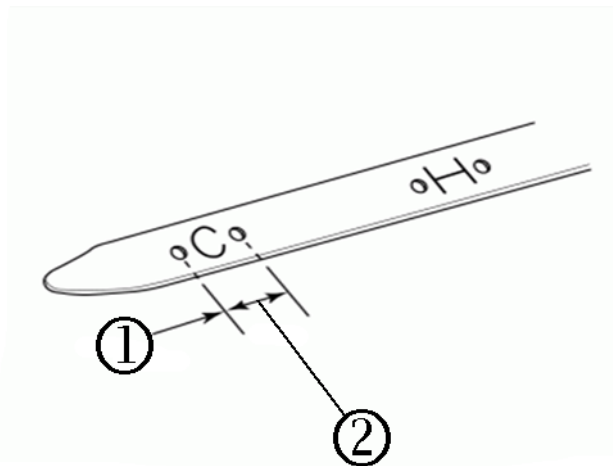
Parameter Name	Value	Control Module
Malfunction Indicator Lamp (MIL) Command	Off	Transmission Control Mod...
Transmission Control Module Requested ...	Off	Transmission Control Mod...
Transmission Fluid Overtemperature Lam...	Off	Transmission Control Mod...
Engine Speed	0	Transmission Control Mod...
Vehicle Speed Sensor	0	Transmission Control Mod...
Speed Meter Signal	0	Transmission Control Mod...
Engine Coolant Temperature	75	Transmission Control Mod...
IAT Sensor	73	Transmission Control Mod...
Transmission Fluid Temperature	84	Transmission Control Mod...
TCC/Cruise Control Brake Pedal Switch	Off	Transmission Control Mod...
Overdrive Switch	Open	Transmission Control Mod...
Overdrive Lamp	Off	Transmission Control Mod...
Transmission Shift Mode	Normal	Transmission Control Mod...
Gear Command	Neutral	Transmission Control Mod...

GDS 2 v.19.0.04100 GM PreProduction v2018.01.04 VIN: JALCDW164H7K00422 Medium Duty ... MDI: 22001082 12.0 V

4940912

10. Connect GDS2 and navigate to the transmission control module data list and check the "Transmission Fluid Temperature (TFT) Valve Body" parameter (see picture above).

Important: Failure to check and adjust the ATF level at the proper temperatures will lead to over or under filling of the transmission. Operating an automatic transmission that has the incorrect ATF level can cause serious transmission damage.



4922888

Customer Satisfaction Program

17467 Automatic Transmission Fluid (ATF)

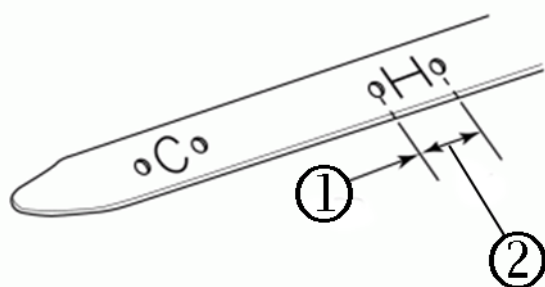
Hose Replacement



11. Remove the transmission level gauge and wipe off any debris or ATF with a clean towel. Completely insert the transmission level gauge into the gauge tube and remove it again. If the TFT value in GDS2 is cold (68 - 86°F, 20 - 30°C), the ATF level on the gauge should be within the "C" range (2). A preliminary adjustment can be made here only if the TFT value is in the specified range. Once the TFT value is in the specified range, wipe off any debris/excess ATF from the transmission level gauge and securely reinsert it into the gauge tube.

Important: If it is necessary to add ATF, only add Isuzu SCS Automatic Transmission Fluid (ATF) or equivalent (p/n 19354076) to the transmission.

12. Run the engine at a fast idle or drive the vehicle until the TFT is within the hot range 158 - 176°F (70 - 80°C).



4922889

13. Using the transmission fluid level gauge, recheck the transmission fluid level. The ATF level should now be in the "hot" range (2). If the level is at (1), adjust the transmission fluid level if necessary to bring it within the correct "hot" range (See above). Clean the transmission level gauge and reinsert it into the gauge tube.
14. Turn the engine off and disconnect GDS2.
15. Unblock the rear wheels.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 dealership for service in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Customer Satisfaction Program

17467 Automatic Transmission Fluid (ATF) Hose Replacement



Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

Customer Notification

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

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by February 28, 2019. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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**

Customer Satisfaction Program

17467 Automatic Transmission Fluid (ATF) Hose Replacement



February 2018

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

Dear General Motors Customer:

We have learned that your 2016-2017 model year 3500HD, 4500HD/XD, or 5500HD/XD Chevrolet Low Cab Forward (LCF) Medium Duty Truck which was manufactured by Isuzu Motors Limited (Isuzu) for General Motors, may have been built with Automatic Transmission Fluid (ATF) hoses that can crack and allow transmission fluid to leak. You may notice fluid on the ground, the transmission and/or check engine light(s) on your instrument panel may illuminate or the ability of your vehicle to accelerate at higher speeds could be impacted.

Your satisfaction with your Chevrolet Low Cab Forward 3500/4500 series vehicle 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 affected vehicles' ATF hoses and clamps, even if they were recently replaced. This service will be performed for you at no charge regardless of time or mileage.

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. **If you notice any of the warnings signs described above, you should bring your vehicle in for service as soon as possible.** By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

Reimbursement: Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by February 28, 2019, unless state law specifies a longer reimbursement period.

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)
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

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 Chevrolet Low Cab Forward 3500/4500 series vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
GM Recall: 17467

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4677
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 22, 2018

Subject: 17467 - Customer Satisfaction Program
Automatic Transmission Fluid (ATF) Hose Replacement

Models: 2016-2017 Chevrolet HD3500 LCF Equipped with (IZ3) 3.0L Diesel
2016-2017 Chevrolet 4500HD/XD LCF Equipped with (I1B) 5.2L Diesel
2016-2017 Chevrolet 5500HD/XD LCF Equipped with (I1B) 5.2L Diesel

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17467 today. The total number of U.S. vehicles involved is approximately 1,349. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on February 22, 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated February 23, 2018. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS