



# Preliminary Information

## PIP5655A 2020 Chevrolet Silverado GMC Sierra 2500HD 3500HD 10L1000 Automatic Transmission Exchange

### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado New HD Models	2020	All	All	L5P	MGM, MGU
GMC	Sierra New HD Models	2020	All	All	L5P	MGM, MGU

Involved Region or Country	North America
Condition	Transmission Assembly
Cause	Restriction

### Correction:

The 10L1000 10 Speed Automatic Transmission part numbers 24276422, 24277088, 24277090 and 24277092 are on restriction through GM PQC as part of our ongoing quality improvement efforts to assist Engineering with product concern identification effective on 06/11/19.

Your cooperation with this program is greatly appreciated.

If your diagnosis leads to a possible internal repair of the restricted 10L1000 transmission assembly, please contact the Product Quality Center (PQC) by opening a new case via Dealer Case Management (DCM) From the DCM home page, click on "New PQC Case" found on the Technical Assistance tab.

Then in Global Connect click on the Support/Chat tab, TAC-PQC Tab, PQC -Parts Restrictions Templates to Download the appropriate PQC -Parts Restrictions Template and save a copy to your computer, You can attach a copy of the template to your PQC Case.

**Note: (Do Not clear any DTCs prior to contacting the PQC).**

Please complete the questions found in the Global Connect PQC -Parts Restrictions Template before contacting the PQC.

Caller's First & Last Name/Position:

Technician's Name/Direct Phone:

Parts Manager's Name:

Parts Department Fax Number:

Dealership's Correct Address:

Vehicle Times In/Days Down:

Customer's Concern:

Has the customer's concern been duplicated?

Have you contacted technical assistance?

If yes what is the TAC case number?

What did TAC recommended?

Is the vehicle for personal or commercial use?

If commercial, what type of use?

Describe the failure of the unit:

Why is replacement of the requested component needed?

Broadcast Code:

Serial Number:

Does the vehicle have any DTCs in any module (ECM/TCM/BCM, etc.)?

**Note: (Do Not clear any DTCs prior to reviewing with engineering).**

**Note: : [GDS must be launched from TIS to make sure all the data is captured and can be retrieved.]**

Are there any shifting issues (late, early, missed, no shift)?

When does the issue occur (hot, cold, under accel/decel)?

Is there any unwanted vibration?

Any other transmission performance issues?

Are there any leaks? (Y/N)

If no, continue to next question.

If yes,

What type of leak?

Location of the leak?

Are there any Noises? (Y/N)

If no, continue to next question.

If Yes,

What kind of noise?

Location of the noise?

Transmission Fluid:

Fluid level?

Was fluid contaminated?

**Note: After installation of the transmission the solenoid valves must be characterized. Failure to perform this procedure may result in customer shift concerns.**

Refer to Solenoid Valve Characterization Reprogramming for directions.

### Parts Information

Description	Part Number	QTY
Transmission Assembly	24276422	1
Transmission Assembly	24277088	1
Transmission Assembly	24277090	1
Transmission Assembly	24277092	1

### Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
8464670	Transmission Replacement	Use Published Labor Operation Time

Version History

Version	<b>1</b>
Modified	06/11/2019 - Created on 10/10/2019 - Changed reason for contacting PQC from if transmission replacement is needed to if an internal repair is needed.



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