



Service Bulletin

Bulletin No.: 20-NA-019

Date: March, 2020

TECHNICAL

Subject: Shifter Stuck In Park

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|---|-------------|------|------|----|---------|-------------------------------|
| | | from | to | from | to | | |
| Chevrolet | Silverado 1500 (New Model) | 2019 | 2019 | | | | MGM, MGU, MQB, MQE, MYC, MYD, |
| | Silverado 1500 (New Model - 12th VIN = 7) | | | | | | |
| | Silverado 1500 | 2020 | 2020 | | | | |
| | Silverado 2500HD/3500HD | | | | | | |
| GMC | Sierra 1500 (New Model) | 2019 | 2019 | | | | |
| | Sierra 1500 | 2020 | 2020 | | | | |
| | Sierra 2500HD/3500HD | | | | | | |

| | |
|-----------------------------------|--|
| Involved Region or Country | North America, Middle East, Israel, Chile, Paraguay, Uruguay and Thailand. |
| Condition | Some customers may comment that the shifter will not come out of park. |
| Cause | This condition may be caused by a failed internal component of the shifter lock. |
| Correction | If this condition has been validated, replace the transmission control assembly. |

Service Procedure

Refer to *Transmission Control Replacement* in SI.

Parts Information

| Causal Part | Description | Part Number | Qty |
|-------------|--------------------|-----------------------------|-----|
| X | CONTROL ASM-A/TRNS | 84800776 (MQE, MYC, MYD) | 1 |
| | | 84800777 (MQB, MGM, MGU) | |
| N/A | BOLT,A/ TRNS CONT | 11602738 | 3 |

Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description | Labor Time |
|-----------------|----------------------------------|---|
| 7441410 | Transmission Control Replacement | Use the Published Labor Operations Time |

| | |
|----------|---|
| Version | 2 |
| Modified | Released February 25, 2020 Revised March 13, 2020 - Added bolt part number to the Parts Information section. |

