



Preliminary Information

PIP5655B 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 24043721, 24043722, 24043723, 24043724, 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).

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	24043721 2WD MGM	1
Transmission Assembly	24043722 4WD MGM	1
Transmission Assembly	24043723 w/PTO 4WD MGU	1
Transmission Assembly	24043724 w/PTO 2WD MGU	1
Transmission Assembly	24276422 4WD MGM	1
Transmission Assembly	24277088 w/PTO 4WD MGU	1
Transmission Assembly	24277090 2WD MGM	1
Transmission Assembly	24277092 w/PTO 2WD MGU	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	3
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. 07/15/2020 - Added transmission part numbers 24043721, 24043722, 24043723 and 24043724 and removed the questionnaire.



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