

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5701
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 4, 2021

Subject: N212328090 - Customer Satisfaction Program
8 Speed Reaction Carrier Failure

Models: 2021 Chevrolet Silverado 1500
2021 GMC Sierra 1500

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N212328090 today. The total number of U.S. vehicles involved is approximately 96. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery February 08, 2021. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Customer Letter Mailing

The customer letter will begin mailing Mid-March 2021.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated March 5, 2021 or sooner. 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

Customer Satisfaction Program

N212328090 8 Speed Reaction Carrier Failure



Release Date: February 2021

Revision: 00

Attention: Vehicles involved in this recall were placed on stop delivery February 08, 2021. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

This program is in effect until March 31, 2023.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500	2021	2021		
GMC	Sierra 1500				

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 2021 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles, equipped with an 8 speed automatic transmission, (RPO MQE), may have a broken reaction carrier in the transmission.
Correction	Dealers will replace the transmission.

Parts

Quantity	Part Name	Part No.
1	Transmission	24289599
1	Transmission	24289600
1	Transmission	24289597
1	Transmission	24289598
1	Transfer case front output shaft boot clamp	84308104
1*	Threadlocker	19369733 (US) 10953488 (CA)
1*	Assembly Grease	19257121 (US) 19257122 (CA)
1	Propeller Shaft Slip Yoke Boot Clamp (one piece)	84576034
1	Propeller Shaft Slip Yoke Boot Clamp (two piece)	26064275
1	Transmission Fluid	19417577 (US) 19418066 (CA)
1	Exhaust Gasket	15035747
1	Exhaust Gasket	15077362
1	Transmission Fluid Cooler Seal	23135703
2	Trans Fluid Cooler Pipe Seal (L3B)	25874797
2	Trans Fluid Cooler Pipe Seal (L84)	12650609

* Services multiple vehicles.

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Transmission to order.

Note: Transmissions come pre-filled. Only one quart of transmission fluid should be required for top-off.

Due to the small number of vehicles involved, (98), and due to limited initial parts availability, dealers are encouraged not to order program parts for use as shelf stock.

Follow the normal core return process for transmissions replaced under this field action.

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.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105618	Transmission Replacement			
	2.7T 2WD	5.4	ZFAT	*
	2.7T 4WD	6.3		
	5.3 2WD	5.7		
5.3 4WD	7.4			
9105623	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	**

* The amount identified in “Net Item” should represent the actual sum total of the current GMCC&A Dealer net price for Threadlocker and Grease needed to perform the required repairs, not to exceed \$6.50 USD, \$8.25 CAD, plus applicable Mark-Up or Landed Cost (for Export).

Floor Plan Reimbursement – NEW INVENTORY ONLY

** **USA & Canada Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (February 08, 2021) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 20 days):

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2021 Chevrolet Silverado 1500	\$5.60	\$6.86
2021 GMC Sierra 1500	\$6.60	N/A

Service Procedure

Replace the transmission. Refer to the appropriate 8L90 *Transmission Replacement* procedure in SI depending on the truck’s engine RPO and drive type.

- *Transmission Replacement (L3B - 2WD)*
- *Transmission Replacement (L3B - 4WD with NPO)*
- *Transmission Replacement (L3B - 4WD with NQH)*
- *Transmission Replacement (L84 - 2WD)*
- *Transmission Replacement (L84 - 4WD with NPO)*
- *Transmission Replacement (L84 - 4WD with NQH)*

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/repared 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, through March 31, 2023. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, through March 31, 2023, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

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Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

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.

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**

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March 2021

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

Dear General Motors Customer:

We have learned that your 2021 model year Chevrolet Silverado 1500 or GMC Sierra 1500 may have a broken reaction carrier in the transmission.

Your satisfaction with your Silverado 1500 or Sierra 1500 is very important to us, so we are announcing a program to fix this condition.

What We Will Do: Your GM dealer will replace the transmission. This service will be performed for you at **no charge until March 31, 2023**. After that, any applicable warranty will apply.

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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

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)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N212327720