

Service Update

N222392670 Transmission Reaction Carrier



Release Date: May 2023

Revision: 00

Attention: Vehicles involved in this recall were placed on stop delivery March 16, 2023. 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 service update involves vehicles in dealer inventory only and will expire May 31, 2024.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500	2023	2023	MHT, MHU, MQB or MQC	10-Speed Automatic Transmission
Chevrolet	Tahoe				
GMC	Sierra 1500				
GMC	Yukon				

This service update should be performed on vehicles in dealer inventory only. 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 2023 model year Chevrolet Silverado 1500, Tahoe, GMC Sierra 1500, and Yukon vehicles may have a condition where the transmission reaction carrier (an internal component) may have been damaged during assembly.
Correction	Dealers are to replace the transmission.

Parts

Quantity	Part Name	Part No.
1	Transmission	24043559
1	Transmission	24048032
1	Transmission	24297328
1	Transmission	24043606
12	Dexron ULV Transmission Fluid	19352619 (US) 19352620 (CN) (Export - Obtain locally in compliance w/GM spec GMW16954)
1	Exhaust System Seal	15035747
1	Exhaust System Seal	15077362
1	Transfer Case Gasket (4WD Only)	24245110
1	Transfer Case Clamp (4WD only)	84308104
1	Transmission Fluid Cooler Seal	23135703
1	Transmission Fluid Cooler Seal	25874797

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

It is estimated that only 18 involved vehicles will require parts replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

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
9106788	Transmission Replacement Silverado/Sierra 2WD 4WD Tahoe/Yukon L84, L87, 2WD with F47 L84, L87, 2WD without F47	7.7 10.0 5.4 5.3	ZFAT	N/A

Service Update

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	L84, L87, 4WD with F47	7.1		
	L84, L87, 4WD without F47	7.0		
	LM2, 2WD with F47	8.8		
	LM2, 2WD without F47	8.6		
	LM2, 4WD with F47	10.0		
	LM2, 4WD without F47	9.9		
9106789	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	*

Note: To avoid having to “H” route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

Floor Plan Reimbursement – NEW INVENTORY ONLY

- * **USA & Canada Dealers 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 (March 16, 2023) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 66 days).

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2023 Chevrolet Silverado 1500	\$14.17	N/A
2023 Chevrolet Tahoe	\$16.94	N/A
2023 GMC Sierra 1500	\$16.83	\$9.04
2023 GMC Yukon	N/A	\$17.15

Service Procedure

Replace the Transmission. Refer to *Transmission Replacement* in SI.

Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than May 31, 2024.

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

Dealer Reports – For USA & Export

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin 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 not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

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.



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Voluntary Technician
Certification**

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6572
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 17, 2023

Subject: N222392670 - Service Update
Transmission Reaction Carrier

Models: 2023 Chevrolet Silverado 1500
2023 Chevrolet Tahoe
2023 GMC Sierra 1500
Equipped with 10-Speed Automatic Transmission (RPO MHT, MHU,
MQB or MQC)

To: Select General Motors Dealers

General Motors is releasing Service Update N222392670 today. The total number of U.S. vehicles involved is 9. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery March 16, 2023. 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.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 17, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS