

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6615
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 29, 2023

Subject: N232403290 Service Update
Incorrect Transmission Thrust Washer

Models: 2023 Chevrolet Silverado 1500 and GMC Sierra 1500
Equipped with 8 - Speed Automatic Transmission (RPO MQE)

To: Diamond Buick GMC Palmdale

General Motors is releasing Service Update N232403290 today. The total number of U.S. vehicles involved is approximately 1 (VIN: 1GTRUAEK5PZ223281). Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 29, 2023.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N232403290 Incorrect Transmission Thrust Washer



Release Date: June 2023

Revision: 00

Attention: This service update involves vehicles in dealer inventory only and will expire July 31, 2024.

Please Note: This field action only involves 3 vehicles. The VINs are listed below:

1GTRUAEK5PZ223281

1GCPDAEK7PZ210703

1GCPDEK1PZ165260

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500	2023	2023	MQE	8 - SPEED AUTOMATIC TRANSMISSION
GMC	Sierra 1500				

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 and GMC Sierra 1500 vehicles may have a condition in which the incorrect thrust washer was installed in the transmission input carrier.
Correction	Dealers are to replace the transmission.

Parts

Quantity	Part Name	Part No.
1	Transmission	24045085
12	Dexron HP Transmission Fluid*	19417577 US 19418066 CA
1	Exhaust System Front Gasket	84407373
1	Transfer Case Front Output Shaft Boot Clamp	84308104
1	Transfer Case Adapter Gasket	24245110
1	Transmission Fluid Cooler Pipe Seal	23135703

*Or obtain local equivalent to GM Dexron HP spec, GMW16974

It is estimated that only 3 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
9106904	Transmission Replacement 2WD 4WD	5.6 7.5	ZFAT	N/A

Service Procedure

Replace the transmission. Refer to *Transmission Replacement* in SI by the applicable RPO codes for your vehicle.

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 July 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.

Service Update

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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**