



# Service Bulletin

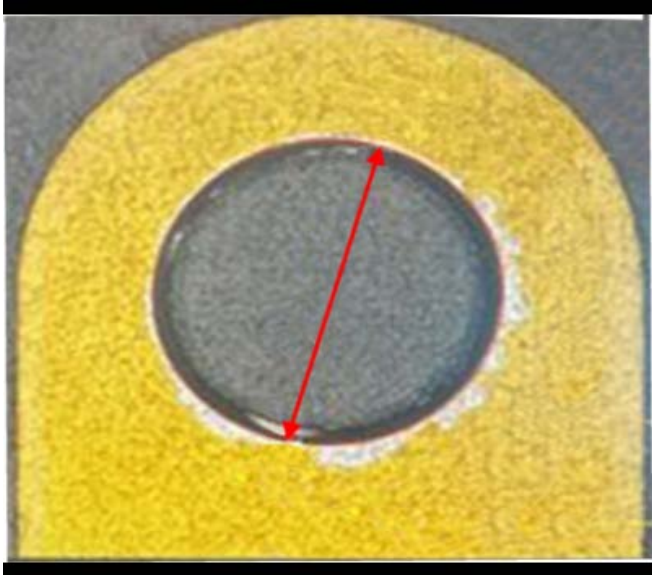
Bulletin No.: 23-NA-142

Date: September, 2023

## TECHNICAL

**Subject: No Forward Gear When Shifting from Park to Drive and/or Reverse to Drive**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Express	2017	2023				6L90 (MYD)
GMC	Savana						

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<p>Some customers may comment that the vehicle won't move forward after shifting into Drive from Park or Reverse.</p> <p>Some customers may also comment that reverse appears to work properly.</p> <p><b>Note:</b> Once moving in drive. There should be no concern until the next shift cycle.</p>
<b>Cause</b>	<div style="text-align: center;">  </div> <p style="text-align: right; font-size: small;">6404748</p> <p>This condition may be caused by a Spacer Plate in the valve body that does not meet the specification for chamfer across the entire circumference of the coined check ball seat.</p>

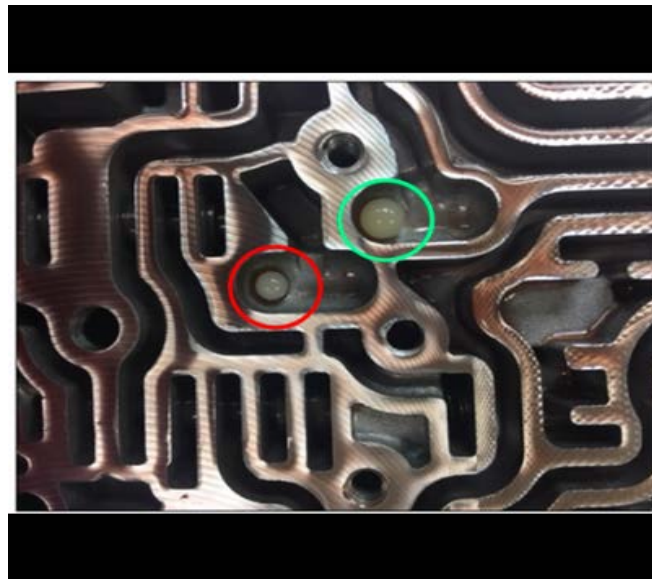


6404809

- The seat for the check ball is out of spec relative to coin depth. This potentially can cause burrs, dents, or dings, which could cause the plastic check ball to wear prematurely.

**Note:** School buses, some of which shift to Park at each student stop, may exhibit the earliest signs of failure.

- The #1 check ball has a high duty cycle and when combined with the issue, there is a possibility for the check ball to wear and then become stuck or pass through the spacer plate.



6404322

- As indicated in the graphic above, the check ball circled in RED has prematurely worn down. It should be the same diameter as the check ball circled in GREEN.

**Correction**

Replace the spacer plate and check ball.

**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

## Service Procedure

Refer to *Control Valve Lower Body and Upper Body Replacement* in the Service Manual.

## Parts Information

Causal Part	Description	Part Number	Qty
X	PLATE PKG, C/MLV BODY SPCR (INCLUDES C/MLV BODY BALL CHK)	24272467	1
N/A	FLUID, TRANSMISSION	Refer to EPC	As Required

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
8463870	Control Valve Lower Body and Upper Body Replacement	Use the Published Labor Operations Time

Version	1
Modified	Released September 15, 2023

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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