

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6743
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 13, 2023

Subject: N232417460 - Customer Satisfaction Program
Transmission Case out of Specification

Models: 2023 Chevrolet Silverado 1500
2023 GMC Sierra 1500

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N232417460 today. The total number of U.S. vehicles involved is approximately 31. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in January 2024.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 13, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N232417460 Transmission Case out of Specification



Release Date: December 2023

Revision: 00

Attention: This program is in effect until January 31, 2026.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500	2023	2023	MHS or MHT	TRANSMISSION-AUTO 10 SPD, 10L80, ETRS or TRANSMISSION-AUTO 10 SPD, 10L80
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 2023 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles may have a condition in which the transmission case is out of specification.
Correction	Dealers are to replace the transmission.

Parts

Quantity	Part Name	Part No.
1	Transmission	24297326
1	Transmission	24043559
1	Transmission	24043541
1	Exhaust Manifold Pipe Seal	15035747
1	Exhaust Manifold Pipe Seal	15077362
1	Transfer Case Adapter Gasket	86816628
1	Transfer Case Output Shaft Clamp	84308104
1	Transmission Fluid Cooler Seal	85628205
1	Transfer Case Front Output Shaft Clamp	84124171
12	Automatic Transmission Fluid	19352619 (US) 19352620 (CA)

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

NOTE: It is estimated that there are only 31 involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this repair and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

IMPORTANT: Before ordering any parts for this Recall, please check your in-house inventory as there is a lot of Dealer inventory of all parts need except the Transmissions. If you need the other parts, please place a CSO and add a SPAC case.

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
9107024	Transmission Replacement 2WD 4WD	7.7 10.0	ZFAT	N/A

Service Procedure

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.

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

Customer Satisfaction Program

N232417460 Transmission Case out of Specification



Dealer Responsibility

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action must be held and inspected/repaired 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 Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation 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 January 31, 2026. 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, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through January 31, 2026, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports – For USA & Export

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).

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**

Customer Satisfaction Program

N232417460 Transmission Case out of Specification



January 2024

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

Dear General Motors Customer:

We have learned that your 2023 model year Chevrolet Silverado 1500 or GMC Sierra 1500 may have a condition in which the transmission case is out of specification.

Your satisfaction with your Silverado or Sierra is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace the transmission. This service will be performed for you at **no charge until January 31, 2026**. 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.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
GMC	1-800-462-8782	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

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

N232417460