

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6782  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 5, 2024

Subject: N232428780 - Customer Satisfaction Program  
Valve Body Spacer Plate Wear Prematurely

Models: 2017 Chevrolet Express  
2021 Chevrolet Express  
2017 Chevrolet Express Navistar  
2021 Chevrolet Express Navistar  
2017 GMC Savana  
2021 GMC Savana

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N232428780 today. The total number of U.S. vehicles involved is approximately 3,816. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin near the end of February 2024.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated February 5, 2024. Please verify a VIN's involvement by checking in IVH. IVH is the best source for individual VIN inquiries. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

## N232428780 Valve Body Spacer Plate Wear Prematurely



Release Date: February 2024

Revision: 00

**Attention:** It is recommended that Medium Duty dealers complete this field action repair.

If it is not possible for the customer to take the vehicle to a Medium Duty Dealer, verify the equipment of the servicing dealer meets or exceeds the vehicle weight and can safely and properly lift the vehicle.

This program is in effect until February 28, 2026.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express	2017	2017		
Chevrolet	Express	2021	2021		
Chevrolet	Express Navistar	2017	2017		
Chevrolet	Express Navistar	2021	2021		
GMC	Savana	2017	2017		
GMC	Savana	2021	2021		

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.

<b>Condition</b>	Certain 2017 and 2021 model year Chevrolet Express, Chevrolet Express Navistar, and GMC Savana vehicles may have a condition in which the transmission Control Valve Body Ball Check Valves can wear prematurely resulting in the possibility for them to become stuck or pass through the Control Valve Body Spacer Plate. The customer may not be able to shift into drive from park or reverse at the start of vehicle operation.
<b>Correction</b>	Dealers are to replace the transmission Control Valve Body Spacer Plate package.

### Parts

Quantity	Part Name	Part No.
1	Control Valve Body Spacer Plate Package	24272467
1	Seal Kit	24236927
As Req'd (up to 6.0 quarts)	DEXRON®VI Automatic Transmission Fluid (US)	88865601
As Req'd (up to 5.7 liters)	DEXRON®VI Automatic Transmission Fluid (CA)	19421425

**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
9107137	Control Valve Body Spacer Plate and Control Valve Body Ball Check Valve Replacement	2.6	ZFAT	N/A
9107142	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	*
9107143	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

\* For USA & Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

\*\* Submit \$10.00 administrative allowance in Net/Admin Allowance.

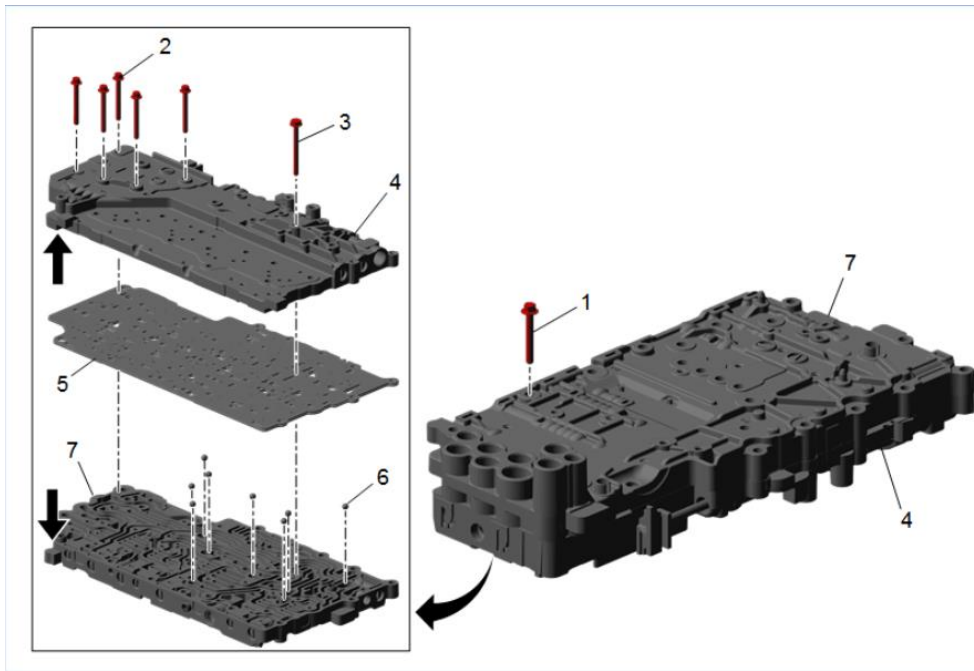
### Service Procedure

**Important: If it is not possible for the customer to take the vehicle to a Medium Duty Dealer, verify the equipment of the servicing dealer meets or exceeds the vehicle weight and can safely and properly lift the vehicle.**

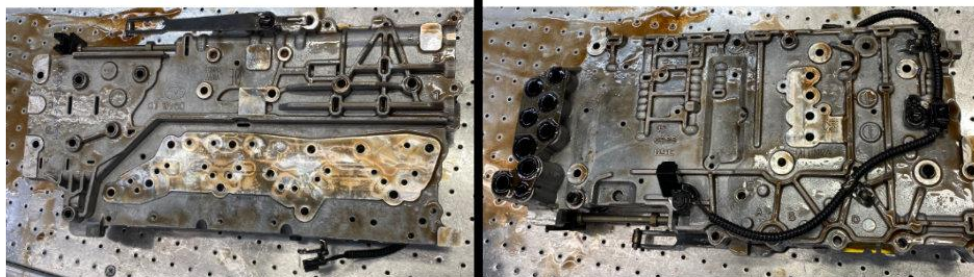
1. Remove the Control Valve Lower and Upper Body. Refer to *Control Valve Lower Body and Upper Body Replacement* in SI.

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3637898



Correct Orientation of Upper and Lower Valve Body Assembly



Incorrect Orientation of Upper and Lower Valve Body Assembly

6529252

**Important:** Ensure the Lower and Upper Valve Body Assembly is oriented in correct position prior to separating to prevent the Control Valve Body Ball Check Valves from falling out.

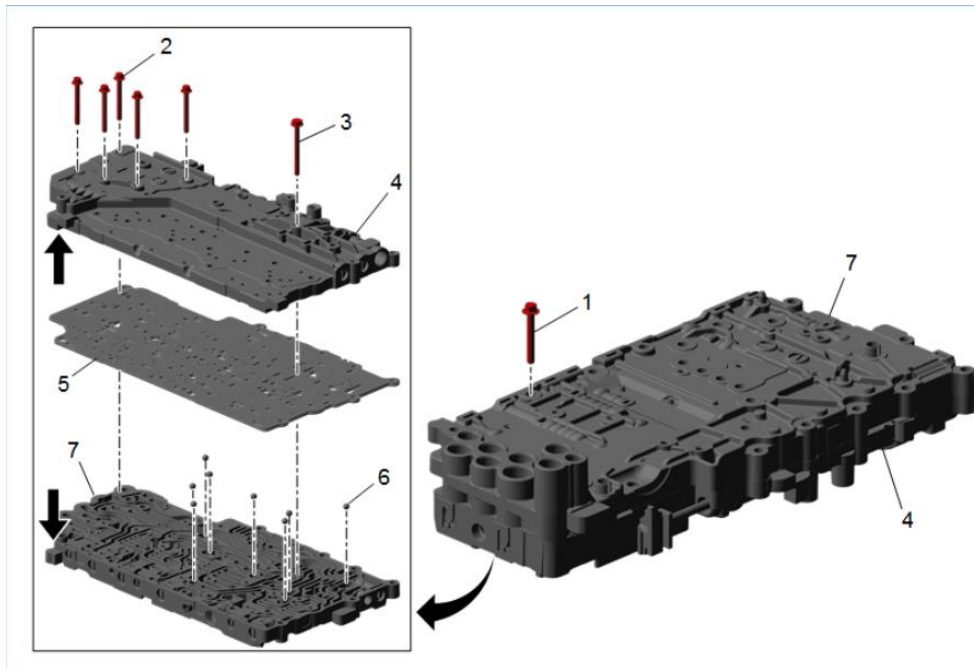
2. Separate the Control Valve Upper Body from the Control Valve Lower Body. Refer to *Control Valve Body Assembly Disassemble* in SI.
3. Remove and discard the Control Valve Body Spacer Plate (5).

**Important:** Remove and replace each Control Valve Body Ball Check Valve from the Control Valve Body one at a time.

4. One at a time, remove and replace the 8 Control Valve Body Ball Check Valves (6). Discard the removed Control Valve Body Ball Check Valves.
5. Install NEW Control Valve Body Spacer Plate (5).

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6. Rejoin the Control Valve Upper Body (7) to the Control Valve Lower Body (4). Refer to *Control Valve Body Assembly Assemble* in SI.
7. Install the Control Valve Lower and Upper Body. Refer to *Control Valve Lower Body and Upper Body Replacement* in SI.
8. Refill Transmission to proper level of Transmission Fluid. Refer to *Approximate Fluid Capacities* in SI.

#### 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/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 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 February 28, 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 February 28, 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.

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### **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.

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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

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February 2024

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2017 or 2021 model year Chevrolet Express, Chevrolet Express Navistar, or GMC Savana may have a condition in which the transmission Control Valve Body Ball Check Valves can wear prematurely resulting in the possibility for them to become stuck or pass through the Control Valve Body Spacer Plate. The customer may not be able to shift into drive from park or reverse at the start of vehicle operation.

Your satisfaction with your Express or Savana 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 Control Valve Body Spacer Plate package. This service will be performed for you at **no charge until February 28, 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. When scheduling your appointment, confirm with the dealer that they service Medium Duty Trucks. If it is not possible for you to take the vehicle to a Medium Duty Dealer, verify the equipment of the servicing dealer meets or exceeds the vehicle weight and can safely and properly lift the vehicle.

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

N232428780