



Service Bulletin

Bulletin No.: 24-NA-088

Date: May, 2024

INFORMATION

Subject: Diagnostic Tip for Malfunction Indicator Lamp (MIL) Illuminated, Transmission Not Shifting/Default Mode - DTC P0747 Set

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT4	2023	2023	—	—	—	MGM, MGU, MHO, MHS, MHT, MHU, MHX, MQA, MQB, MQC, MQ2, MI2
	CT5						
	Escalade Models						
Chevrolet	Silverado 1500		2023				
	Silverado 2500HD/3500HD		2024				
GMC	Sierra 1500		2023				
	Sierra 2500HD/3500HD		2024				

Involved Region or Country	North America, Argentina, Brazil, Bolivia, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Europe, Kazakhstan, Uzbekistan, Middle East, Israel, Palestine, Japan, Cadillac Korea (South Korea), Philippines, Australia/New Zealand, Other Africa
Condition	Some customers may comment that the MIL is illuminated, and the transmission has defaulted and is not shifting. Technicians may find during diagnosis that the TCM has set DTC P0747, and the transmission has defaulted to 5th gear.
Cause	This condition may be caused by the Transmission Control Valve Body that has most likely failed causing the P0747 to set and the default condition.
Information	In most cases of DTC P0747, the control valve may only need replacement. Refer to the Additional Information below for comparison.

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.

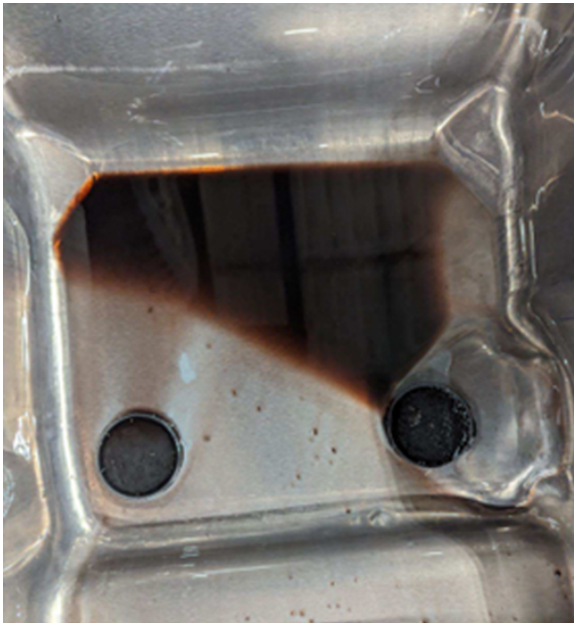
Additional Information

Note: As the vehicle accumulates mileage, the transmission fluid will darken from thermal cycles and use. The fluid should not have a burnt odor clutch debris in the pan. Some accumulation of fine metallic debris particles will accumulate on the magnets. The following pictures were taken of transmissions setting **only** DTC P0747:



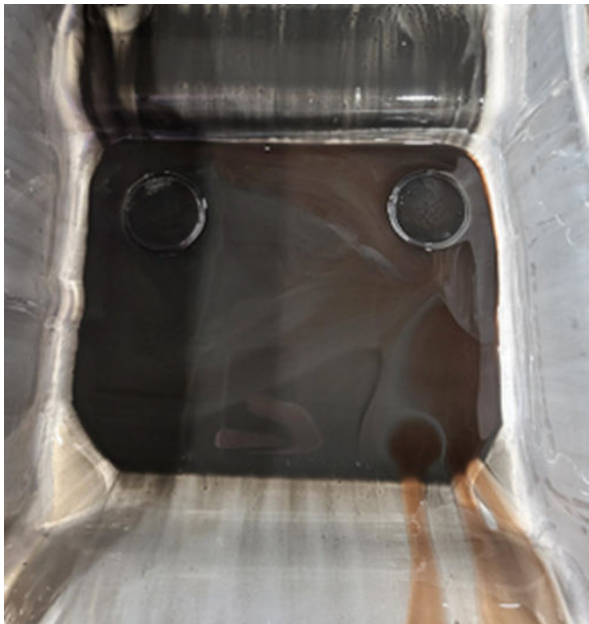
6639318

The fluid in the graphic above shows good color with no evidence of clutch material. This unit should be serviced with a valve body.



6639319

The fluid in the graphic above shows dark color with minimal evidence of clutch material. This unit did not exhibit a burnt odor. This unit should be serviced with a valve body.



6639320

The fluid in the graphic above shows extreme distress and clutch material is starting to appear in the pan. This unit should be removed from the vehicle and disassembled for inspection to determine what clutches have been damaged. Any suspect clutch should be repaired following published Service Information (SI), or the unit replaced following Policy and Procedure Cost vs Replace guidelines. The control valve body should be replaced as well.

Version	1
Modified	Released May 16, 2024

