



Service Bulletin

Bulletin No.: 23-NA-142

Date: May, 2024

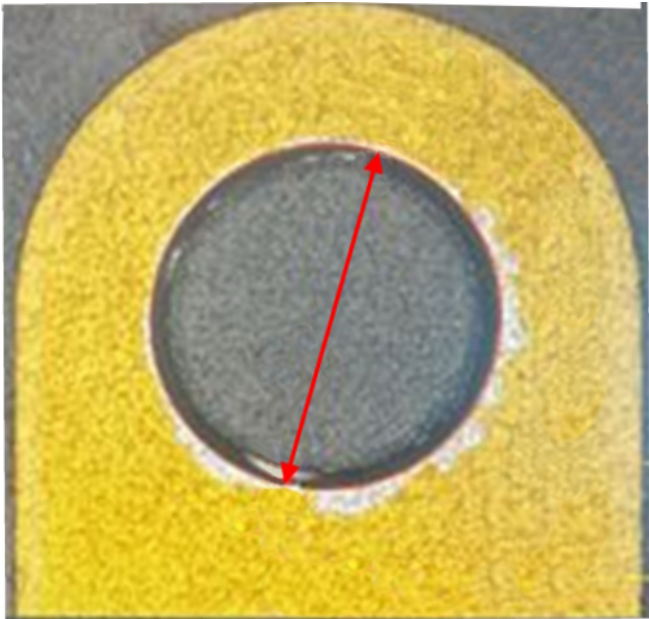

TECHNICAL

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

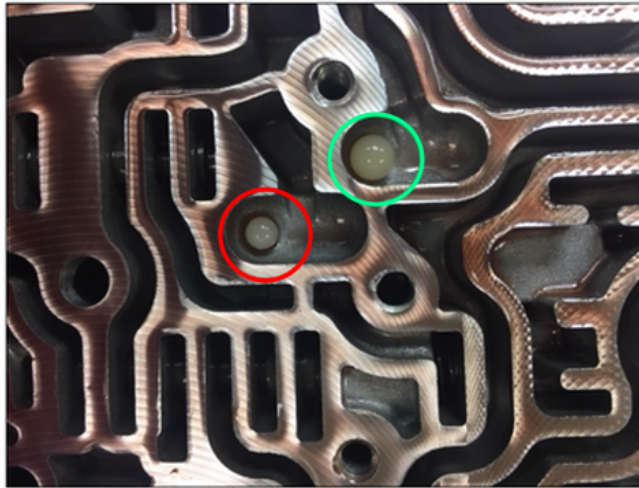
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	3500/4500 Medium Duty (LCF)	2016	2023				6L90 (MYD)
	Camaro	2015					
	Colorado						
	Corvette						
	Express						
	Silverado 1500	2018					
	Silverado 1500 (New Model)	2019	2019				
	Silverado 2500HD/3500HD	2019	2023				
	Silverado LD	2019	2019				
	Silverado 1500	2020	2021				
	Silverado 1500 - LTD (RPO J21, VIN Digit 5 = W/Y)	2022	2022				
	Silverado 1500 - New (RPO J22, VIN Digit 5 = A/D)						
	Silverado 1500	2023	2023				
	Suburban	2015					
Tahoe							
GMC	Canyon	2015	2023				
	Savana						
	Sierra 1500	2015	2018				
	Sierra 1500 (New Model)	2019	2019				
	Sierra 2500HD/3500HD	2019	2023				
	Sierra Limited	2019	2019				
	Sierra 1500	2020	2021				
	Sierra 1500 - Limited (RPO J21, VIN Digit 5 = 8/9)	2022	2022				
Sierra 1500 - New (RPO J22, VIN Digit 5 = H/U)							

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
	Sierra 1500	2023	2023				
	Yukon Models	2015	2023				

Involved Region or Country	North America
Condition	Some customers may comment that the vehicle won't move forward after shifting into Drive from Park or Reverse. Some customers may also comment that reverse appears to work properly. Note: Once moving in drive. There should be no concern until the next shift cycle.

Cause	 <p style="text-align: right;">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>  <p style="text-align: right;">6404809</p>
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- 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.
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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.

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

Service Procedure

Refer to *Control Valve Lower Body and Upper Body Replacement*.

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	2
Modified	Released September 15, 2023 Revised May 24, 2024 - Added Additional Models and Model Years.

