



Service Bulletin

Bulletin No.: 23-NA-142

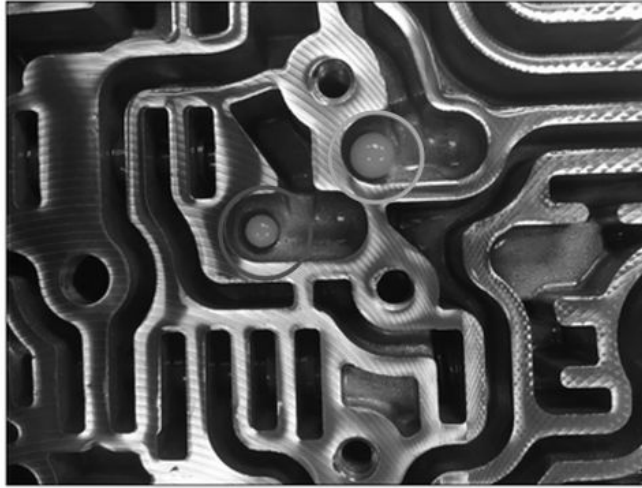
Date: September, 2024

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	2024				6L90 (MYD), 6L50 (MYB), 6L80 (MYC)
	Camaro	2015	2015				
	Colorado		2022				
	Express		2023				
	Silverado 1500		2018				
	Silverado 1500 (New Model)	2019	2019				
	Silverado 2500HD/3500HD		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)		2022				
	Suburban	2015	2020				
	Tahoe		2020				
GMC	Canyon	2015	2022				
	Savana		2023				
	Sierra 1500		2018				
	Sierra 1500 (New Model)	2019	2019				
	Sierra 2500HD/3500HD		2023				
	Sierra Limited		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)		2022				
	Yukon Models	2015	2020				

<p>Involved Region or Country</p>	<p>North America, Europe, Kazakhstan, Russia, Middle East, Iraq, Israel, Palestine, Chile (West), Colombia (West), Ecuador (West), Paraguay (West), Peru (West), Uruguay (West), Japan, China - SGM</p>
<p>Condition</p>	<p>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.</p>
<p>Cause</p>	<div data-bbox="531 383 1182 994" data-label="Image"> <p>A microscopic view of a circular metal component, likely a check ball seat, showing a chamfered edge. A thin black line is drawn across the chamfered surface to indicate its profile.</p> </div> <div data-bbox="1422 999 1485 1021" data-label="Text"> <p>6404748</p> </div> <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> <div data-bbox="560 1144 1214 1626" data-label="Image"> <p>A microscopic view of a circular metal component, likely a check ball seat, showing a burr or defect on the edge. A small circle is drawn around the defect to highlight it.</p> </div> <div data-bbox="1422 1693 1485 1715" data-label="Text"> <p>6404809</p> </div> <ul style="list-style-type: none"> - 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. <p>Note: School buses, some of which shift to Park at each student stop, may exhibit the earliest signs of failure.</p> <ul style="list-style-type: none"> - 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.

Service Procedure

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

Parts Information

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

Warranty Information

Note: Only select the Labor Operation that coincides with the repair performed.

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
8465650	Control Valve Upper Body Replacement	

Version	5
Modified	<p>Released September 15, 2023</p> <p>Revised May 24, 2024 - Added Additional Models and Model Years.</p> <p>Revised July 16, 2024 - Added 6L50 (MYB) and 6L80 (MYC) to Engine section.</p> <p>Revised July 29, 2024 - Updated the Models and Model Year sections, and Added New Labor Operation</p> <p>Revised September 09, 2024 - Added 2024 Model Year to LCF Models and Added Export Regions.</p>

