



Service Bulletin

PRELIMINARY INFORMATION

Subject: PQC Part Restriction T87 TCM 8L90 8 Speed And LCT1000 (MW7) Allison Automatic Transmissions

Models: 2015 Cadillac Escalade, Escalade ESV.

2015 Chevrolet Corvette, Silverado, Suburban Tahoe.

2015 GMC Sierra, Yukon, Yukon XL.

Equipped with 8L90 (M5U) or Allison LCT1000 (MW7) Automatic Transmission and a T87 TCM

Restricted Part #: 24272004

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

The T87 TCM for the 8L90 8 speed and the LCT1000 6 Speed Allison (MW7) automatic transmission is on restriction through GM PQC as part of our ongoing quality improvement efforts to assist Engineering with product concern identification effective on 07/24/2014.

Your cooperation with this program is greatly appreciated

Recommendation/Instructions

If your diagnosis has led to replacement of the TCM, please contact the Product Quality Center (PQC) @ 866-654-7654.

Please complete the questionnaire below before calling the PQC.

Caller's First & Last Name/Position:

Technician's Name/Direct Phone:

Parts Manager's Name:

Parts Manager's Phone and Fax Number:

Dealership's Correct Address:

Customer's Concern:

Has the customer's concern been duplicated?

Has the vehicle been modified with non-production accessories?

Is the vehicle for personal or commercial use?

If commercial, what type of use?

Why is replacement of the requested component needed?

What is the TCM Broadcast Code?

What is the TCM Serial Number?

Does the vehicle have any current or history DTCs in any module (ECM/TCM/BCM, etc.)?

Are there any transmission-related DTCs?

Do any of the DTCs reset?

Note: GDS must be launched from TIS to make sure all the data is captured and can be retrieved

Are there any shifting issues (late, early, missed, no shift)?

When does the issue occur (hot, cold, under accel/decel)?

Is there any unwanted vibration?

Any other transmission performance issues?

Is the condition temperature-related?

If yes, under what conditions?

What SI documents were used for diagnosis?

What step in the document led to replacement of the TCM?

Using the SI document listed above, list all answers to all steps that were followed in the Circuit/System Testing section.

Are you using a LAN cable or wireless connection for reprogramming?

Were there any previous repairs related to this concern?

Does the vehicle have a recent history of low battery voltage?

Has the vehicle been jump-started?

Has the battery recently been charged?

Were the wires/harnesses checked for proper routing and free from damage, stretch, pinch, etc

Have all the TCM grounds been checked?

Have the TCM connectors been checked for "backed out" or damaged connector/terminals?

Are there any programming issues?

Was TAC or the DMA contacted?

If applicable what is the TAC case number?

What were the TAC recommendations?

If applicable what is your DMAs name and email address?

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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