



Preliminary Information

PIP5573C 2017 2020 10L80 10L90 Automatic Transmission Torque Converter Restriction

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade Models	2018 - 2020	All	All	All	MF6
Chevrolet	Camaro	2017 - 2019	All	All	All	MGL
Chevrolet	Suburban	2019 - 2020	All	All	All	MF6
Chevrolet	Tahoe	2018 - 2020	All	All	All	MF6
GMC	Yukon Denali Models	2018 - 2020	All	All	All	MF6

Involved Region or Country	North America
Condition	The 10L80 and 10L90 10 Speed Transmission Torque Converter (Part numbers 24288828, and 24286575) are on restriction through the GM PQC as part of our ongoing quality improvement efforts to assist Engineering with product concern identification effective 06/25/2018.
Cause	Your cooperation with this program is greatly appreciated.

Correction:

If your diagnosis has led to replacement of the restricted 2017 - 2020 10L80 10L90 Automatic Transmission Torque Converter Restriction, please contact the Product Quality Center (PQC) by opening a case via Dealer Case Management (DCM) From the DCM home page, click on "New PQC Case" found on the Technical Assistance tab.

Then in Global Connect click on the Support/Chat tab, TAC-PQC Tab, PQC -Parts Restrictions Templates to Download the appropriate PQC -Parts Restrictions Template and save a copy to your computer, You can attach a copy of the template to your PQC Case.

The following 2017 - 2020 10L80 10L90 Automatic Transmission Torque Converter Restriction questions are contained in the Global Connect PQC -Parts Restriction template.

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:

How many times has the vehicle been in for this concern?

How many days has the vehicle been down for this concern?

Customer's Concern?

Has the vehicle been modified with non-production accessories?

Is the vehicle for personal or commercial use?

If commercial, what type of use?

Describe the failure of the unit:

Why is replacement of the requested component needed?

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

(Note: Do Not clear any DTCs prior to reviewing with engineering).

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

Are there any transmission-related DTCs?

(Note: Do Not clear any DTCs prior to reviewing with engineering).

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?

Any leaks?

What type of leak?

Where is the leak located?

Any noise?

What kind of noise?

Where is it coming from?

Fluid level?

Was fluid contaminated?

Version History

Version	4
Modified	06/20/2018 - Created on 06/19/2019 - Updated Correction Section to include DCM information. 08/09/2019 - Updated to edit template questions. 06/08/2020 - Added the 2020 model year.



GENERAL MOTORS