



File in Section: -

Bulletin No.: PI0640

Date: January, 2012

Service Bulletin

PRELIMINARY INFORMATION

Subject: Hesitation or Bump on Launch from a Stop

Models: 2012 Chevrolet Cruze
Equipped with 1.8L Engine (RPO LUW) and 6T40 Automatic Transmission (RPO MH8)
Vehicles Built On or Before November 18, 2011

Condition/Concern

Some customers may comment on a hesitation when leaving a stop. They may state that at a stop, when releasing the brake pedal and pressing on the accelerator pedal there is a slight hesitation before the car moves. They may also comment that this same driving maneuver will cause a slight bump or jerk feel at launch.

Recommendation/Instructions

This condition may be caused by a feature called Neutral Idle. This feature automatically shifts the transmission into a neutral state when the vehicle comes to a stop and the driver's foot is on the brake. When the brake pedal is released, the transmission will shift back into gear. An updated software calibration has been released to eliminate this neutral idle feature.

BEFORE beginning the programming/reprogramming event, please refer to the Programming/Reprogramming Checklist section in this bulletin.

1. Verify the battery voltage is more than 12 volts but less than 16 volts before proceeding with reprogramming. The battery must be fully charged **BEFORE** reprogramming a control module.
2. During reprogramming, the battery voltage must be maintained within the proper range of 12-15.5 volts. **CONNECT** the approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool (EL-49642) to the vehicle or the GR8 (EL50313) in the power supply mode.
 - ⇒ If the above recommended tools are not available, **DO NOT** connect a battery charger to the vehicle. **CONNECT** a fully charged 12V jumper or booster pack that is disconnected from the AC voltage supply.

Notice: It is essential that the TIS terminal, MDI, Tech 2® and/or Scan Tool are updated with the latest software available.

3. Verify that the devices being used are updated with the latest available software version **BEFORE** beginning the reprogramming event.
4. **BEFORE** beginning reprogramming you **MUST** refer to **Control Module References** in SI for the appropriate Programming and Setup procedures.
5. If a wireless connection will be used for reprogramming, a secure service department connection **MUST** be used. **DO NOT** use any public WiFi connection from the customer lounge.
6. Reprogram the TCM using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the SPS procedures in SI.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
K5364	Transmission Control Module Reprogramming with SPS	Use Published Labor Operation Time

Programming/Reprogramming Checklist

- Turn OFF or disable any electrical system, accessory or component that may put an additional electrical load on the vehicle battery during reprogramming.
- Only program a module when you have been instructed to by Service Information (SI), a Bulletin, TAC or a Techline operator.

- You **MUST** refer to **Control Module References** in SI for the appropriate Programming and Setup procedures.
- Thoroughly review the Service Programming System (SPS) in SI **BEFORE** reprogramming any module.
- Some modules will require specific additional programming setup events to be performed **BEFORE** reprogramming. Refer to **Control Module References** for the appropriate Programming and Setup procedures in SI.
- Capture and record the Engine Oil Life Remaining information. Record the Engine Oil Life Remaining as a percentage (%).
- Follow all on-screen instructions in SPS. Verify that the ignition switch is in the proper position.
- If a wireless connection will be used for reprogramming, a secure service department connection **MUST** be used. **DO NOT** use any public WiFi connection from the customer lounge.
- **DO NOT** run other programs on the computer while reprogramming.
- Use the approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or the GR8 (EL50313) in the power supply mode.
- **DO NOT** disturb the vehicle, programming device(s) or operate any of its features during reprogramming.
- Some modules will require specific additional programming setup events to be performed **AFTER** reprogramming. Refer to **Control Module References** for the appropriate Programming and Setup procedures in SI.
- Use a Scan Tool to reset the Engine Oil Life Remaining information to the previous percentage (%) that was recorded before starting the reprogramming event.
- Verify that all DTCs are cleared after performing the reprogramming event.
- In the event of an interrupted or unsuccessful reprogramming event, document the SPS Error. **DO NOT** cycle the ignition. **DO NOT** replace the ECM. Refer to: PI0592 Service Programming System (SPS) Errors in SI.
- If further assistance is required call Techline at 1-800-828-6860 or 1-800-503-3222 French.

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