



Service Bulletin

PRELIMINARY INFORMATION

Subject: Clunk Noise Or Harsh 6-5 Downshift at 50 To 70 MPH, Harsh 4-3 Downshift, Or Harsh 3-2 Downshift at Lower Speeds

Models: 2012 Chevrolet Silverado
2012 GMC Sierra
Equipped with an Allison Automatic Transmission (RPO MW7)

This PI was superseded to update recommendations. Please discard PIP5012B.

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

Condition/Concern

Some customers may comment that there is a clunk noise or a harsh 6-5 downshift while driving at 50 to 70 MPH.

In cases where the vehicle is infrequently driven in 6th gear, the customer may comment of a harsh 4-3 or 3-2 downshifts at lower speeds.

Recommendation/Instructions

Using the Tech 2, navigate to the Transmission Control Module (TCM) and select data display. If the shift complaint is for a 6-5, select the 5-6 Adapt Data (that screen contains the 6-5 downshift data). If the shift complaint is for a 4-3, select the 3-4 Adapt Data. If the shift complaint is for a 3-2, select the 2-3 Adapt Data.

Read the 6-5, 4-3 or 3-2 TAP Cell 1 value.

If the value is above 625 KPA, the Transmission Control Module (TCM) will need to be reprogrammed and a Fast Learn procedure will need to be performed to correct the condition.

The calibration is available through TIS2Web access.

Important: Do not re-calibrate the TCM unless the vehicle exhibits a harsh 6-5 downshift, 4-3 downshift, or 3-2 downshift and the corresponding TAP Cell 1 value is 625 KPA or higher.

This calibration will only address the harsh 6-5, 4-3, and 3-2 downshifts. It will not address concerns of all downshifts being harsh or any other transmission concern.

Follow Service Information Document ID # 2174684 for Transmission Control Module Programming and Setup (Allison) and Service Information Document ID # 2408064 Fast Learn Procedure.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
K5364	Reprogram The Transmission Control Module	Use Published Labor Operation Time

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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