



Service Bulletin

PRELIMINARY INFORMATION

Subject: Delayed 1-2 Upshift Or A Sluggish Launch With High Engine Speed

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

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

Condition/Concern

Some customers may comment that during the first few launches after a key cycle, they experience a delayed 1-2 upshift or a sluggish launch with high engine speed.

If the vehicle has no diagnostic codes, this may be the result of a shift delay caused by driver behavior.

If the vehicle has diagnostic codes, address these diagnostic codes prior to using this bulletin.

On level surfaces, if a driver launches at light throttle (less than 15%), then drops to closed throttle before reaching 10 mph, then rolls back into the throttle (less than 15%) and maintains a light throttle apply, the driver could encounter a delay in the 1-2 upshift. This delay will last until the vehicle exceeds 15 mph or the driver drops back to closed throttle.

Recommendation/Instructions

Reprogram the Transmission Control Module (TCM). The calibration is available through TIS2Web access.

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

Note: If the customers concern is a harsh 6-5, 5-4 or 3-2 downshift please refer to the latest version of PIP5012.

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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