



Service Bulletin

File in Section: -

Bulletin No.: PI0724B

Date: January, 2013

PRELIMINARY INFORMATION

Subject: Harsh 2-3 Shift

Models: 2011 Chevrolet Captiva, Equinox
2011 GMC Terrain
Equipped with 2.4 Engine RPO LAF and
Equipped with 6T45 Automatic Transmission RPOs MHC, MH7

This PI is being revised to update Warranty Information. Please discard PI0724A.

Condition/Concern

Some customers may comment on a harsh shift from second to third gear.

This harsh shift is typically duplicated by accelerating at moderate throttle and then releasing the throttle just before or during the 2-3 upshift.

Recommendation/Instructions

If the harsh 2-3 upshift occurs only when the throttle is released slightly before or during the 2-3 upshift, an updated software calibration has been released to address this condition.

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.

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 TCM. Refer to: PI0592A – Service Programming System (SPS) Errors in SI.
- If further assistance is required call Techline at 1-800-828-6860 (English) or 1-800-503-3222 (French).

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Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
K5363	Control Solenoid Valve and Transmission Control Module Assembly Reprogramming with SPS	Use Published Labor Operation Time