



Service Bulletin

PRELIMINARY INFORMATION

Subject: Bump Feeling When Shifting from Drive to Reverse at Heavy Throttle

Models: 2011-2014 Chevrolet Silverado 2500/3500 Series
2011-2014 GMC Sierra 2500/3500 Series
Equipped with Allison® A1000 Automatic Transmission (RPO MW7)

This PI has been revised to update information under Condition/Concern. Please discard PI1051.

Condition/Concern

Some customers may comment on a bump feeling and/or a clunk noise when shifting from Drive to Reverse.

This calibration update will only help if the shift is from Drive to Reverse and the operator applies heavy throttle after the shift has started. The bump can occur 1-2 seconds after Reverse has been attained. This specific bump/clunk will not occur if the Drive to Reverse shift is done at closed throttle. This specific bump/clunk will not occur when shifting from Neutral to Reverse, Park to Reverse or any other garage shifts.

Important: The calibration update will only help the specific condition described above and should not be applied otherwise.

Recommendation/Instructions

A revised calibration has been developed to address this concern. Update the transmission control module (TCM). To obtain this calibration, contact Techline (TCSC) at 1-800-828-6860 (English) or 1-800-503-3222 (French). Techline will reconfigure the vehicle to make this calibration the default calibration for this vehicle.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810175	Transmission Control Module Reprogramming with SPS	Use Published Labor Operation Time

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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