Service Bulletin

PRELIMINARY INFORMATION

Subject: Slip Or Shudder During A Launch In First Second Third Or Fourth Gears Delayed Engagement Into Drive Clunk Or Bump During The 1-2 Shift

Models: **2013-2015 Cadillac Escalade**
2013 Chevrolet Avalanche
2013-2014 Chevrolet Caprice, Silverado
2014 Chevrolet SS
2013-2015 Chevrolet Suburban, Tahoe
2013-2014 GMC Sierra
2013-2015 GMC Yukon, Yukon XL
Equipped With 6L80 MYC Automatic Transmission Built in the Silao Mexico Plant 2
Note: Please refer to SI document 2610129. The following information only applies to transmissions with a source code (item number 7 in document 2610129) of (2).

This PI was superseded to add note about identifying transmission manufacturing plant. Please discard PIP5175A.

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

Condition/Concern

Customers may comment on a delayed engagement into drive, shudder at a launch, or the transmission is slipping when shifting into 1st, 2nd, 3rd or 4th gears.

The customer may also comment that they feel a bump or hear a clunk noise during a 1-2 shift.

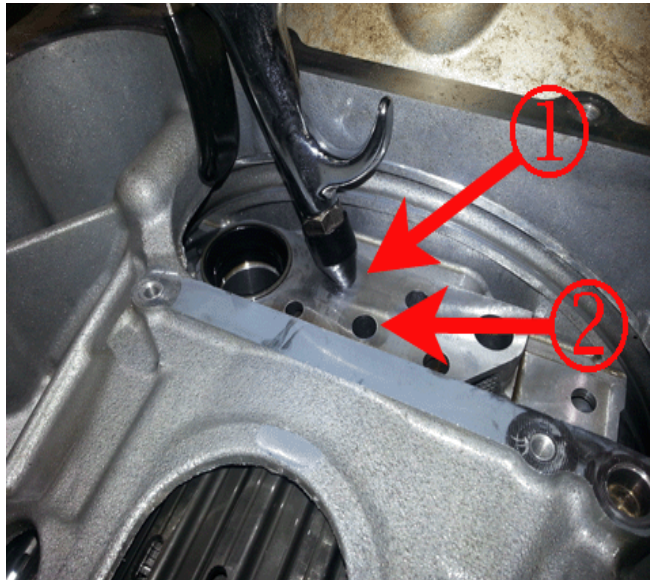These concerns may only be present when the transmission is at operating temperature.

Recommendation/Instructions

These concerns may be due to loose stator support to pump cover bolts causing a leak at the stator support to pump cover gasket.

If the root cause cannot be found following normal SI diagnostics, remove the transmission fluid pan and the transmission control assemblies.

Referring to the picture below and wearing proper eye protection apply compressed air to the 1-2-3-4 clutch apply passage and inspect for air leaking out of the compensator feed passage in the pump cover.

If no leakage is found out of the compensator feed passage listen for excessive air leakage inside the transmission.
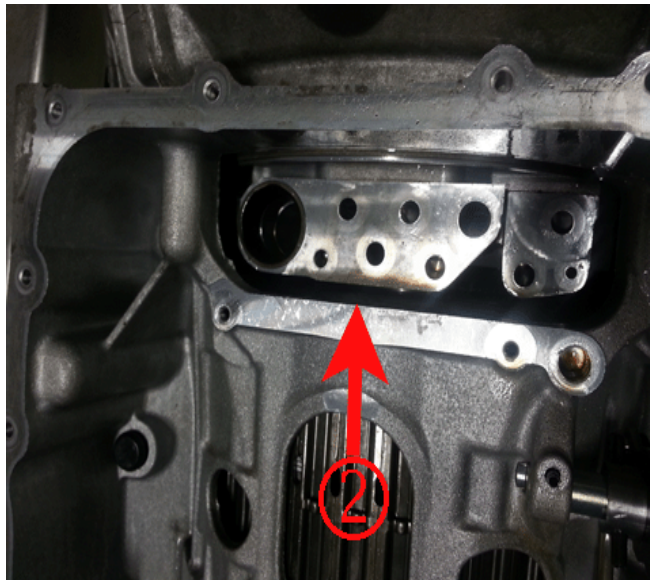
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Callout 1

Component Name: Applying compressed air to the 1234 clutch passage.

Callout 2

Component Name: Compensator feed passage.

You may also notice fluid leaking or see a misaligned gasket by looking up through the case opening between the pump stator support and the 1234/35R clutch housing during this test as shown below.
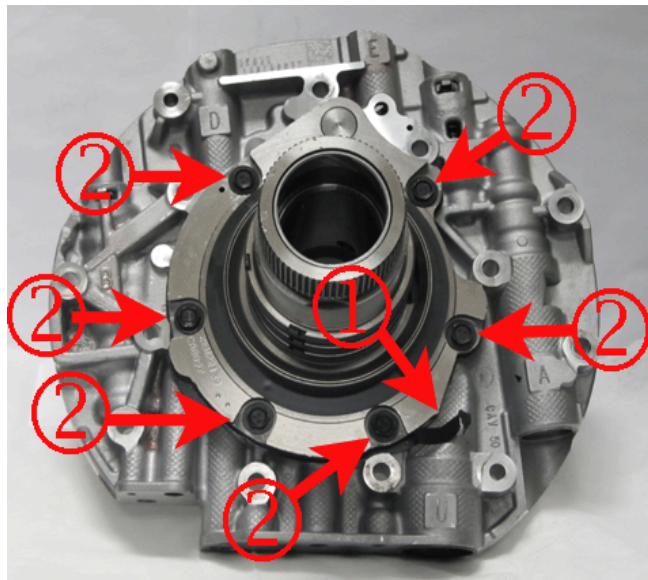

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Callout 2

Component Name: Gap between the pump cover and the 1234/35R clutch housing.

If excessive air leakage is found inspect the transmission fluid pump for loose stator support to pump cover bolts or a misaligned stator support to pump cover gasket.

Note: The bolts should never be checked for being loose by using a hand tool. The bolts are supposed to be torqued at the factory and never loosened. The recommended procedure to check for loose bolts is to use your fingers or just a socket and your fingers and attempt to rotate the bolts in a counter clockwise direction. If the bolts are loose for any reason the pump cover must be replaced.

Refer to the picture below.

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Callout 1

Component Name: Misaligned Gasket

Callout 2

Component Name: Stator Support Bolts

If any of the bolts are loose or the gasket is misaligned or leaking, the transmission pump cover must be replaced and the 1234 clutch plates should be inspected for being distressed and repaired as needed.

Note: The transmission adapts must be reset if the pump cover is replaced to address this concern.

Parts Information

Part Number	Description	QTY
24248573	COVER KIT,A/TRNS FLUID PUMP	1
24224147	PLATE ASM-1-2-3-4 CLU	6
24258080	PLATE,1-2-3-4 CLU(STEEL)	5

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
8465050 (Use if no concerns are found with the stator support bolts or cover).	Oil Pump Replacement	Use Published Labor Operation Time
8466410 (Use if the stator support bolts are loose or the gasket is misaligned)	1-2-3-4 Clutch Plate Replacement	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.