



Service Bulletin

PRELIMINARY INFORMATION

Subject: Tow/Haul Mode Inoperative

Models: 2012-2014 Chevrolet Express
2012-2014 GMC Savana
Equipped with 4.3L Engine (RPO LU3) and 4L60-E Automatic Transmission (RPO M30)

Attention: This PI also applies to any of the above models that may be Export vehicles.

Condition/Concern

Some customers may comment that after selecting the Tow/Haul mode, the light illuminates on the I/P but the transmission shift characteristics do not change. Technicians may find during operation of the Tow/Haul switch that the parameter does not change state from NO to YES.

Recommendation/Instructions

If following the diagnostic instructions for this concern listed above in Service Information (SI) does not lead to a root cause, update the Transmission Control Module (TCM) software.

An updated software calibration has been released to address these concern. Reprogram the Transmission Control Module (TCM) using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB.

Important: 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.

Important: 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.

Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

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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