



Service Bulletin

PRELIMINARY INFORMATION

Subject: Engineering Information – Bang or Loud Noise with No Forward (Drive) or Reverse Ranges

Models: 2015-2016 Cadillac Escalade Models
2015-2016 Chevrolet Silverado
2015-2016 GMC Sierra
2015-2016 GMC Yukon Models
Equipped with 8 Speed Automatic Transmission 8L90 (RPO M5U)

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment on a bang or loud noise with the loss of forward (Drive), and no Reverse.

Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

If you encounter a vehicle with the above concern, complete the following prior to attempting any repairs.

1. Ask the customer the following regarding when the concern occurred:

- What was the ambient temperature?
- What was the vehicle engine temperature?
- What was the vehicle speed?
- Was the vehicle parked prior to the concern?

If yes, ask the following:

- How long was the vehicle parked for?
- Was the engine just started when the concern occurred?

- Was the vehicle driven before the concern occurred?

If yes, ask the following:

- How many miles was driven prior to the concern?
- What were the road conditions?

- Accelerator pedal position?
- Shifter position? ex. D (Drive) or M (Manual)
If Manual, what range or gear select ?
- Tow haul on or off?
- Was the customer towing?
- Any abrupt maneuvers prior to concern?

2. After gathering the info from the customer, record any DTCs.

Important: Do not clear the DTCs or disconnect the battery.

3. Contact one of the engineers listed below.

Contact Information

Engineer Name	Phone Number
Peter Hansen	734-320-8574
Bill Goodrich	734-231-8329
Frank Krohn	586-552-3617
Jeff Polidan	248-255-7287

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
8480378*	Engineering Information Bang or Loud Noise with No Forward (Drive) or Reverse Ranges	0.5 hr

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.

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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