



Service Bulletin

PRELIMINARY INFORMATION

Subject: Harsh or Tie-Up Feeling from 6-4 Downshift

Models: 2012 Chevrolet Avalanche, Silverado, Suburban, Tahoe
2012 GMC Sierra, Yukon Models
Equipped with 6L80 Automatic Transmission (RPO MYC)

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

This PI has been revised to update the Recommendation/Instructions, remove the Parts Information and update the Warranty Information. Please discard PI1343A.

Condition/Concern

Some customers may comment on a harsh (detent) 6-4 downshift. The customer may also describe that during a heavy throttle application, a tie-up feeling followed after throttle has been released by a harsh 6-4 downshift.

Recommendation/Instructions

Verify the condition, then follow the procedure listed below:

1. Perform the Reset Transmission Adapts in Service Information (SI) (Document ID #2571000).
2. Road test the vehicle to verify if the condition has been corrected.
 - If the condition is not corrected by Reset Transmission Adapts, this bulletin is not the cause of the condition. Continue with diagnosis referring to SI.

Note: During the road test, confirm that there are no other transmission slip or flare conditions that need to be addressed.
3. If the condition has been corrected:
 - 2012 Tahoe Equipped with RPO PPV Only:
A revised software calibration has been released to address these conditions. Update the Transmission Control Module (TCM) using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB.
 - All other vehicles:
Transmission adapt reset is the correction for this condition.

Warranty Information

For vehicles repaired under warranty, use the following labor operation.

Labor Operation	Description	Labor Time
8480408*	Reset Transmission Adapts and Test Drive	Use Actual Clock Time
Add	Transmission Control Module Reprogramming with SPS (2012 Tahoe Equipped with RPO PPV Only)	0.4 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 It will not be published in the Labor Time Guide.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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