



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Snap, Pop, Click, Tick or Clunk Noise on a Launch

**Models:** 2015 Cadillac Escalade, Escalade ESV  
2015 Chevrolet Silverado  
2015 GMC Sierra, Yukon, Yukon XL  
Equipped with 8L90 Automatic Transmission (RPO M5U)  
Built Prior to January 15, 2015

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

*This PI has been revised to update the build date. Please discard PI1450.*

### Condition/Concern

Some customers may comment on a snap, pop, click, tick or clunk noise, typically on a launch after a stop.

This condition may be caused by clearance between C1 and C2 clutch reaction plates (steels) and the case.

### Recommendation/Instructions

This procedure will load the plates in one direction and then the other direction to maximize the motion of the plates. The impact of the plates on the case is what results in snap or the clunk noise. The C1 and C2 clutch reaction plates (steels) were revised in transmissions built November 5, 2014 or later to prevent this noise condition.

#### Procedure to test for snap or clunk:

- Warm the transmission to at least 40°C (104°F) sump temperature.
- Place the transfer case in 2WD.
- 1. Drive the vehicle in Drive, up to about 64 km/h (40 mph).
- 2. Release throttle and bring the vehicle to a stop.
- 3. Launch the vehicle and listen for a snap or clunk.
- 4. Repeat several times to confirm the snap or clunk noise.

If this test confirms the noise, the transmission should be replaced. Refer to the latest version of PIP5200 and contact PQC for a replacement transmission.

**Important:** If the transmission is replaced, the transmission solenoid characterization reprogramming must be performed using the TIS2Web Service Programming System (SPS). Refer to *Solenoid Valve Characterization Reprogramming* in SI. The Transmission Service Fast Learn Procedure must also be completed. If these procedures are not completed, shift quality may be less than optimal.

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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