



# Service Bulletin

File in Section: -

Bulletin No.: 16-NA-182

Date: June, 2016

## TECHNICAL

**Subject: DTC P0777, Firm 3-2 Downshifts (Reprogram TCM)**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Express	2016	2016			Equipped with 6.0L Engine (RPO L96)	Equipped with 6L90 Automatic Transmission (RPO MYD)
Chevrolet	Silverado 2500/3500						
GMC	Savana						
GMC	Sierra 2500/3500						

<b>Involved Region or Country</b>	North America
<b>Condition</b>	Some customers may comment on an illuminated MIL. Technicians may find DTC P0777 as an active or a history DTC. This concern will typically occur in cold ambient temperatures of -5 to +5°C (23 to 41°F). Drivers of Silverado or Sierra models may also comment on a firm 3-2 downshift at light or heavy throttle, typically below 25°C (77°F) transmission temperature. This firm downshift does not affect Express or Savana models.
<b>Cause</b>	This condition may be due to a software anomaly.

### Correction

A revised calibration has been developed to address these concerns. Update the transmission control module (TCM) using the Service Programming System (SPS) with the latest software available on TIS2WEB.

#### Note:

- **DO NOT** program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required, install the EL-49642 SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. **DO NOT** connect a battery charger.

- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

### Service Procedure

Refer to *Control Solenoid Valve and Transmission Control Module Assembly Programming and Setup* in SI.

### Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2810155	Control Solenoid Valve and Transmission Control Module Assembly Reprogramming with SPS	Use Published Labor Operation Time

Version	1
Modified	

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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