



# Service Bulletin

File in Section: -

Bulletin No.: 17-NA-396

Date: December, 2017

## TECHNICAL

**Subject: Shutter and/or Rough Auto Start Operation While Creeping Forward During Start/Stop Conditions, Malfunction Indicator Lamp (MIL) Illuminated - DTC P171D Set**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado Models	2016	2018				
GMC	Sierra Models						

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPOs)</b>	Equipped with HYBRID PROPULSION-ELECTRIC, PARALLEL, 10KW CONTINUOUS POWER (RPO HP5, Transmission RPO M5X)
<b>Condition</b>	Some customers may comment on the following: <ul style="list-style-type: none"> <li>MIL is illuminated</li> <li>Shutter and/or rough auto start operation while creeping forward during Stop/Start conditions</li> </ul> The technician may find DTC P171D set.
<b>Cause</b>	This condition may be caused by insufficient fill of the transmission accumulator due to lower than estimated line pressure caused by internal leakage within the valve body.
<b>Correction</b>	If the above condition or DTC is set, refer to the service procedure below.

### Service Procedure

#### Light Acceleration Test

**Note:** It is recommended that all testing be performed on flat ground.

- Warm transmission up to 90°C (194°F) (issue is transmission oil temperature dependent and is worse at higher temps/lower oil viscosity).
- Turn off AC to make auto-stops are more available.

**Note:** Light accelerator pedal is important for keeping engine speed as low as possible.

- Accelerate vehicle with light accelerator pedal input up to 10 mph, then apply brake to stop and to get an auto-stop (i.e. 10 mph/(16 km/h).

- Wait 10 seconds while in the auto-stop to allow the accumulator pressure to drain down.

- Repeat 3-6 times.

- If any of these stops are degraded, do not perform a re-calibration to the module. Refer to SI for hardware investigation.
- If none of the 10 mph stops were degraded, proceed with the next procedure (i.e. 10 mph/(16 km/h).

#### Coast Test

**Note:** It is recommended that all testing be performed on flat ground.

- If required, warm transmission up to 90°C (194°F) (issue is transmission oil temperature dependent and is worse at higher temps/lower oil viscosity).
- Turn off AC to make auto-stops are more available.

**Note:** Each successive start can "ratchet down" the accumulator pressure, so the latter starts would be at highest risk.

- Coast or creep forward and maintain stable vehicle speed for 5 seconds, then come to a stop and get an auto-stop.

4. Wait 10 seconds while in the auto-stop to allow the accumulator pressure to drain down.
5. Repeat 3-6 times.
  - If any of these starts are degraded, the service calibration will address this condition. Refer to Generator Control Module Programming and Setup in SI.

## Parts Information

No parts are required for this repair.

## 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
8480668*	Perform Transmission Accumulator Leak Down Drive Test	0.5 hr
Add	Generator Control Module Reprogramming with SPS	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released December 11, 2017

