

# Service Update

## 17249 Chuggle Drive Quality



Reference Number: N172096510

Release Date: July 2017

Revision: 00

**Attention:** This service update involves vehicles in dealer inventory only and will expire July 31, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado LD	2017	2017	L83 MYC	5.3L V-8 Engine 6L80 6-Spd Auto Transmission
GMC	Sierra LD	2017	2017	L83 MYC	5.3L V-8 Engine 6L80 6-Spd Auto Transmission

This service update should be performed on vehicles in dealer inventory only. Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Incidental engine combustion events, can occur at certain temperature, loading conditions and throttle positions. When limited or zero torque converter slip is commanded during these events a "chuggle" sensation may occur.
<b>Correction</b>	Reprogram the transmission control module.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102919	Transmission Control Module Reprogramming with SPS	0.5*	ZFAT	N/A
9103247	Transmission Control Module Programming Not Required	0.2**	ZFAT	N/A

\*To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered when submitting this transaction.

\*\* SPS Warranty Claim Code is NOT required when submitting this transaction.

### Service Procedure

**Note:** Carefully read and follow the instructions below.

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- 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 Update

### 17249 Chuggle Drive Quality

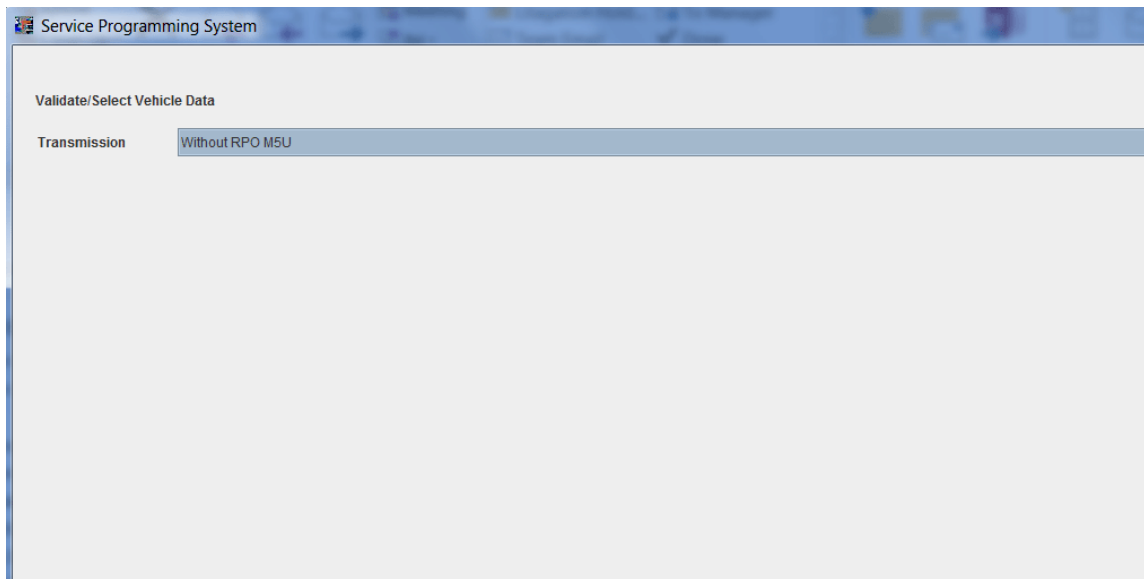


- Refer to *Control Solenoid Valve and Transmission Control Module Assembly Programming and Setup 6L80, 6L90* for additional information on programming.

**Note:** If the Same Calibration/Software Warning is noted on the SPS Controller screen, do NOT attempt to program the module. No further action is required. Refer to the Warranty section of the bulletin and use labor operation code 9103247, Module Programming Not Required.

1. Install *EL-49642* SPS Programming Support Tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions.
3. On the SPS Supported Controllers screen, select K71 Transmission Control Module - Programming and follow the on-screen instructions.

**Note:** If prompted, select Without RPO M5U.



4. At the end of programming, choose the “Clear All DTCs” function on the SPS screen.
5. Record SPS Warranty Claim Code on job card for warranty transaction submission.

**Important:** The Reset Transmission Adapts procedure is NOT required after performing this programming event.

#### Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than July 31, 2018.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.



GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4508  
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 14, 2017

Subject: 17249 - Service Update  
Chuggle Drive Quality

Models: 2017 Chevrolet Silverado LD  
2017 GMC Sierra LD  
Equipped with 5.3L V8 (L83) & 6L80 6-Spd Auto Trans (MYC)

To: All General Motors Dealers

General Motors is releasing Service Update 17249 today. The total number of U.S. vehicles involved is approximately 65,729. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated July 15, 2017. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS