

Subject: Engineering Information – Torque Converter Shudder

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

This PI has been revised to update the Model Years. Please discard PIE0405.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	ATS CT6 CTS	2017	2018	March 1, 2017	EOP	All	8L90 (M5U, M5X) 8L45 (M5T, M5N)
Cadillac	Escalade Models	2017	2017				
Chevrolet	Camaro Colorado Corvette Silverado	2017	2018				
GMC	Canyon Sierra	2017	2018				
GMC	Yukon Models	2017	2017				

Involved Region or Country	North America and Europe.
Additional Options (RPO)	Equipped with Transmission 8L90 (RPO M5U, M5X) or 8L45 (RPO M5T, M5N)
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on a shake or shudder while driving.
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

If you encounter a vehicle with the above concern, refer to the diagnosis instructions outlined in Bulletin number 16-NA-175 to confirm torque converter shudder. After confirming torque converter shudder, contact one of the engineers listed below with findings.

Contact Information

Engineer Name	Phone Number
Andrew Scheich	(248) 880-5122
Shawn Look	(248) 720-9202

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
8480618*	Engineering Information — Torque Converter Shudder	0.8 hr

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.