



Preliminary Information

PIC6341 Unwanted Engine RPM Increase / Will not Up-shift / No Codes

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	LaCrosse	2017 - 2019	All	All	All	All

Involved Region or Country	North America
Condition	A customer may bring a vehicle to the dealer with a complaint that while driving, the engine RPM suddenly increased or the transmission shifted into a lower gear. They may also state that after several seconds the vehicle returned to normal. Upon inspection, the technician will find no codes stored and will not be able to duplicate the concern.
Cause	The driver may be putting the vehicle into temporary tap shift mode by inadvertently bumping the steering wheel controls.

Correction:

Test drive the vehicle in an attempt to duplicate the customer's concern and check the vehicle for trouble codes.

If the concern can be duplicated while driving, or codes are stored that could cause this concern, diagnose them accordingly.

If no cause of the customer's concern can be found, review the temporary tap shift operation.

This can be found in the Owner's Manual under the following passage: Driving and Operating> Automatic Transmission> Manual Mode> Tap Shift> Temporary Tap Shift Mode.

Drive the vehicle with the customer and tap the steering wheel control to downshift the vehicle to see if this is what he or she is experiencing.

If this is what the customer is experiencing, he or she should be educated on the temporary tap shift operation.

There is no provision available to disable this feature if the customer requests it.

This PI will converted to a Bulletin in the future when new information becomes available.

Version History

Version	1
Modified	11/20/2018 - Created on



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