

Subject: Engineering Information – Intermittent No Forward and/or No Reverse While Driving

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.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2015	2017	-	-	-	Equipped with Automatic Transmission (RPO M5U)
	ATS	2017	2019				
	CTS						
	CT6		2018				
Chevrolet	Camaro	2017	2018	-	-	-	Equipped with Automatic Transmission (RPO M5U)
	Corvette						
	Express						
	Silverado	2019					
	Silverado 1500 (New Model)	2019	2019				
GMC	Savana	2015	2019	-	-	-	Equipped with Automatic Transmission (RPO M5U)
	Sierra		2018				
	Yukon Models		2017				
	Sierra 1500 (New Model)	2019	2019				

Involved Region or Country	North America
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 intermittent no forward and/or no Reverse 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.
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Correction

If you encounter a vehicle with the above concern, BEFORE answering the questions below and contacting the engineers listed with your findings, remove the transmission oil pan and inspect for nickel to quarter size pieces of aluminum debris in the oil pan. The 2-3-4-6-8 and 4-5-6-7-8 reverse clutch assembly and the 1-3-5-6-7 clutch assembly may be broken in several pieces.

1. Check and record all DTCs in all modules.
Important: DO NOT clear any DTCs or disconnect the battery.
2. Were you experiencing any transmission performance concerns before the loss of Drive and/or Reverse?
3. Has there been any previous DTCs?
4. What type of driving (city, stop and go, highway) were you doing before you experienced the loss of Drive and/or Reverse?
5. What was the outside ambient temperature?
6. How long had the vehicle been running/driving (time and mileage)?
7. What was the approximate vehicle speed?
8. Were you accelerating or decelerating?
9. Were you traveling up hill, down hill or on a flat road surface?
10. Were you using the manual shift mode?
11. What range was the transfer case in at the time of failure?
12. Was the shift lever moved just prior to the loss of propulsion condition?

Contact Information

Engineer Name	Phone Number
Martin Hefter	734-320-8635
Russ Maki	248-249-9452

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
8480878*	Engineering Information – Intermittent No Forward and/or No Reverse While Driving	0.4 hr

*This is a unique Labor Operation for Bulletin use only.

Version	1
Modified	Released August 06, 2019