



## Preliminary Information

### PIP5621A GM TAC Support On Vehicle Automatic Transmission Concerns That Can Be Duplicated

#### Models

| Brand: | Model: | Model Years: | VIN: |     | Engine: | Transmissions: |
|--------|--------|--------------|------|-----|---------|----------------|
|        |        |              | from | to  |         |                |
| All    | All    | 2015 - 2020  | All  | All | All     | All            |

|                            |   |
|----------------------------|---|
| Involved Region or Country | North America   |
| Condition                  | Some customers may comment on the operation of the automatic transmission in their vehicle or a vibration under various driving conditions.   |
| Cause                      | GM has identified that multiple diagnostic repair attempts are being performed on Customer vehicles that exhibit automatic transmission concerns without the proper utilization of the GDS2 software to aid in identifying the cause of the automatic transmission concern. |

#### Correction:

In an attempt to better assist in diagnosing transmission concerns and fix it right the first time, we at GM TAC are asking our dealers for your help, by providing a GDS2 session log prior to contacting TAC for assistance on transmission concerns that have the ability to be duplicate.

- Dealers in the US, should attach the GDS2 session log (follow the latest version of [PIP5632](#)) to the TAC case using the Dealer Case Management (DCM) System
- Dealers in the Canada, should email the GDS2 session log (follow the latest version of [PIP4902](#)) to [TACSNAPSHOTCANADA@gm.com](mailto:TACSNAPSHOTCANADA@gm.com)

Dealers contacting TAC with Automatic Transmission concerns without providing a GDS2 session log, will be provided with a TAC case number with recommendations to re- contact TAC using the following.

- 1: Check all modules for any DTCs.
- 2: Record all DTCs found.
- 3: Review the freeze frame data for any codes that have set.
- 4: Clear the codes.
- 5: Select the TCM under modules in GDS2 and then transmission data.
- 6: Drive the vehicle under the conditions described by the customer when the concern is present.  
**Note: If DTCs were found, refer to the freeze frame data to aid in determining how the vehicle should be driven to aid in duplicating the DTCs or the customers concern.**  
**Note: The customer may have to drive the vehicle to aid in duplicating the concern.**
- 7: If the customer's concern is duplicated place a bookmark at the location(s) where the concern is present.
- 8: Back out of the software to the home screen and then select close the application.
- 9: Review the session log to aid in finding root cause of the customers concern.
- 10: Dealers contacting GM TAC for assistance should follow bulletin [08-00-89-014B](#) prior to providing the GDS2 session log to TAC.

11: The preferred method of contacting TAC is using the Dealer Case Management (DCM) System with the session log attached to the TAC case. TAC will review the GDS2 session log and reply back to the dealer using the DCM.  
12: Dealers contacting Canada GM TAC for Automatic Transmission concerns by phone should follow the latest version of [PIP4902](#) and send the GDS2 session log to [TACSNAPSHOTCANADA@gm.com](mailto:TACSNAPSHOTCANADA@gm.com) prior to contacting Canada GM TAC for assistance.

### Additional SI Keywords

shake, shift, shifted, shifting, shudder,

### Version History

|          |  |
|----------|--|
| Version  | 2  |
| Modified | 01/17/2019 - Created on<br>11/22/2019 - Added the 2020 model year. |



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