



# Service Bulletin

Bulletin No.: 19-NA-244

Date: November, 2019

## INFORMATION

**Subject:** Harsh 3-2 Downshift During Closed Throttle Coast Down When Coming to a Stop

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model)	2019	2019	-	-	Equipped with 5.3L Engine (RPO L84)	Equipped with Automatic Transmission (RPO MQE)
GMC	Sierra 1500 (New Model)						

<b>Involved Region or Country</b>	North America, Middle East, Chile and Thailand.
<b>Condition</b>	Some customers may comment on a harsh 3-2 downshift during closed throttle coast when coming to a stop.
<b>Cause</b>	This condition may be caused by software anomaly.
<b>Correction</b>	If you encounter a vehicle with the above condition, use TIS2Web, SPS reprogramming to update the Transmission Control Module (TCM) with the latest calibration. Refer to Transmission Control Module: Programming and Setup in SI. <b>Note:</b> This calibration update will NOT address any other transmission shift or performance concerns.

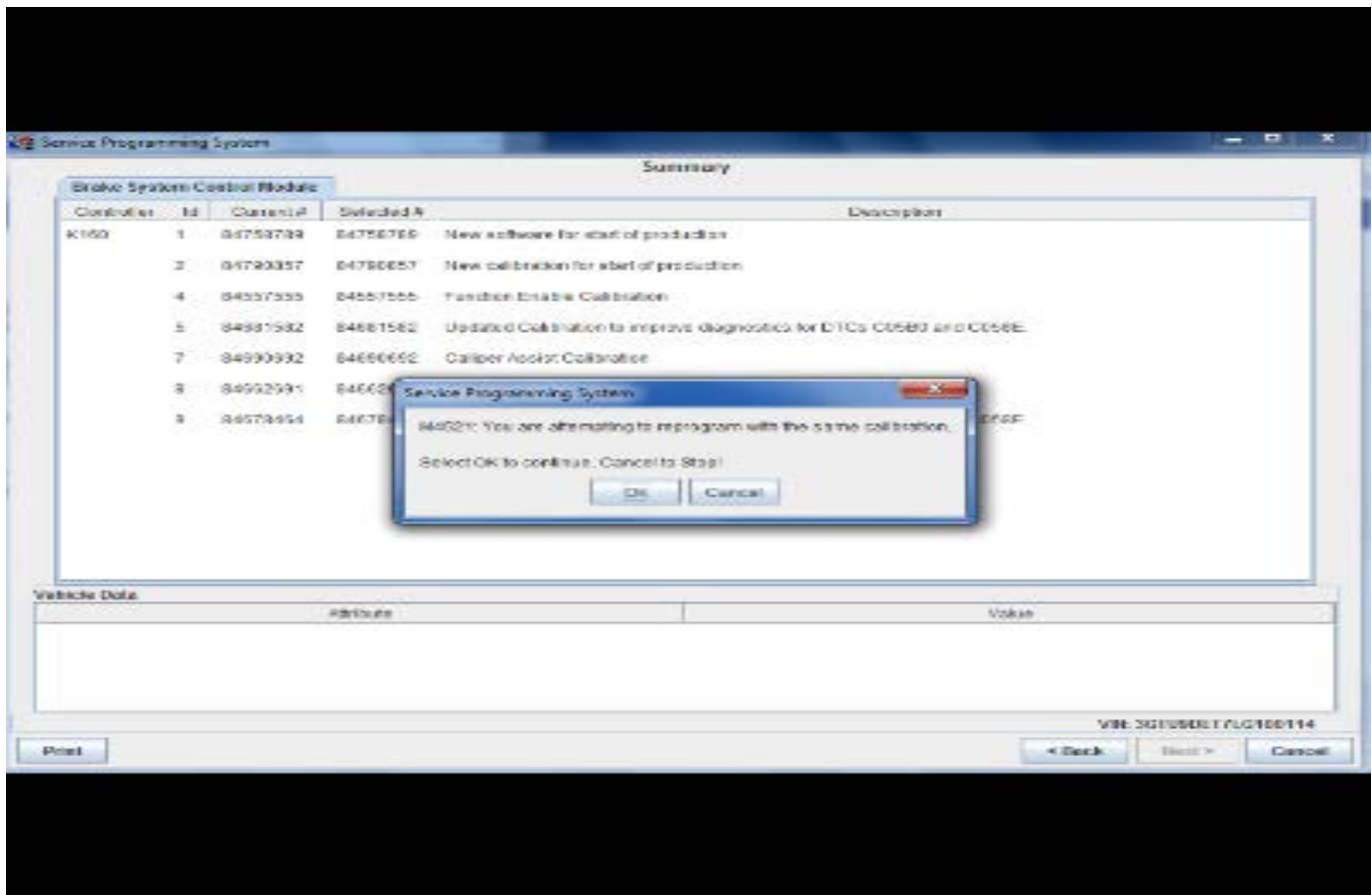
### Service Procedure

**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

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

- 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. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. 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.

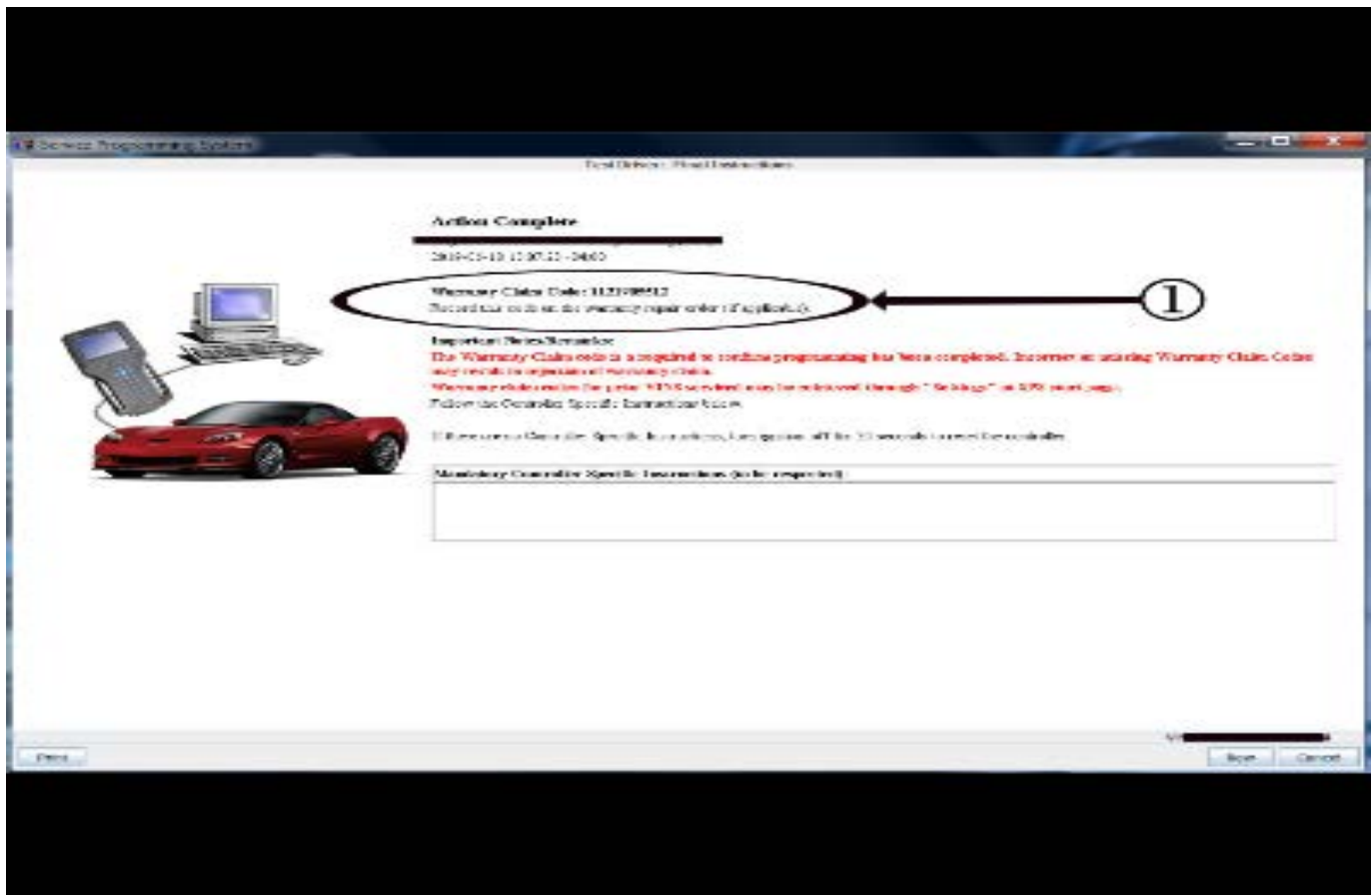
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



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**Note:** If the Same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the Engine Control Module. Refer to *K20 Engine Control Module: Programming and Setup* in SI. Modify as required (e.g., select x module from the controller screen. Then provide step-by-step instructions or refer to SI procedure.



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**Note:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

- Record SPS Warranty Claim Code on job card for warranty transaction submission.

## Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2886548*	SPS Reprogramming to Update the Transmission Control Module (TCM) with the Latest Calibration	0.7 hrs.

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

To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

**Warranty Claim Code Information Retrieval**

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS
3. Select Settings
4. Select the Warranty Claim Code tab

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

<b>Version</b>	1
<b>Modified</b>	Released November 01, 2019

