

Subject: Engineering Information – 8 Speed Transmission Shift Quality

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 EI has been revised to update the Contact Information. Please discard PIE0538.

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|-----------|-------------|------|------|----|---------|--|
| | | from | to | from | to | | |
| Cadillac | CT4 | 2020 | 2020 | - | - | - | Equipped with Automatic Transmission (RPO M5N) |
| Chevrolet | Camaro | | | | | | Equipped with Automatic Transmission (RPO M5T) |
| | Colorado | | | | | | Equipped with Automatic Transmission (RPOs M5U, MQD) |
| | Express | | | | | | Equipped with Automatic Transmission (RPO MQE) |
| | Silverado | | | | | | Equipped with Automatic Transmission (RPO M5T) |
| GMC | Canyon | | | | | | Equipped with Automatic Transmission (RPOs M5U, MQD) |
| | Savana | | | | | | Equipped with Automatic Transmission (RPO MQE) |
| | Sierra | | | | | | Equipped with Automatic Transmission (RPO MQE) |

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|-----------------------------------|---------------|
| Involved Region or Country | North America |
|-----------------------------------|---------------|

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| Condition | <p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customer may comment of one or more of the following transmission symptoms:</p> <ul style="list-style-type: none"> - Harsh Garage Shift (Park to Reverse, Reverse to Drive, Drive to Reverse) - Delayed or Slow to Engage into Drive or Reverse - Harsh/Hard/Firm Upshift and/or Downshift - Slip/Flare Upshift or Downshift |
| Cause | <p>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.</p> |

Correction

If you encounter a vehicle with the above concern, **perform the following steps and establish a DCM PQC case BEFORE contacting the engineers listed below with your findings.**

1. Was the vehicle driven or towed into the dealership?
2. What is the current mileage?
3. What valve body part number is being requested? (Refer to the EPC for obtaining the correct valve body P/N#)
4. Why is the valve body being requested?
5. Does the vehicle have any non-production modifications? (Include all modifications not just powertrain related items)
6. Is the vehicle for personal or commercial use?
 - 6.1. If commercial what is the vehicle use?
7. Are there any DTCs current or history?

Important: Note all DTC's in all modules **DO NOT** clear any DTC's prior to contacting engineering.
8. What is the customers concern? (Describe in detail 1-2 shift, 2-3 shift, 3-2 downshift, 2-1 downshift, garage shift harsh, garage shift delayed, etc.)
 - 8.1. Can the customer concern be duplicated?
 - 8.2. Is the condition repeatable or intermittent?
 - 8.3. How long has the condition been present with the vehicle? (since new, or is this a new concern).
 - 8.4. Does the condition occur (hot, cold, accelerate, decelerate, power down, lift foot etc.)?
 - 8.5. At what speed does the condition occur?
9. If shift quality related use GDS to determine which shift is suspect?
 - 9.1. Which shift(s) are suspect?
 - 9.2. What is the throttle angle?
 - 9.3. What is the vehicle speed?
10. Is the transmission fluid at the proper level?
 - 10.1. Does the fluid appear to be discolored?
 - 10.2. If the pan has been removed is there debris/sediment in the pan?
11. Does the ECM and TCM have the latest software calibrations? (**DO NOT** update any calibrations prior to reviewing with engineering)
12. Has the transmission electrical connector (X175) been inspected for being properly connected/seated and routed properly?
13. Are there any transmission fluid leaks? If yes note the location.
14. Are there any noises related to the condition?
 - 14.1. What type of noise.
 - 14.2. What is the source of the noise?
15. What diagnosis has been completed to this point?
 - 15.1. What Service Information (SI) document(s) have been used?
 - 15.2. Have there been any previous repairs to the vehicle?

Contact Information

| Engineer Name | Phone Number |
|--|--------------|
| The Engineer Name and Phone Number have been redacted. | |

Please include the following information if leaving a message:

- Technician name (First & Last)
- Dealer name and phone number
- Complete VIN and repair order (R.O) number
- Requested Restricted Part 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 |
|--|--|------------|
| 8480888* | Engineering Information – 8 Speed Transmission Shift Quality | 0.5 hr |
| *This is a unique Labor Operation for bulletin use only. | | |

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| Version | 2 |
| Modified | Released September 20, 2019 Revised January 17, 2020 – Updated the Contact Information. |