

Subject: Engineering Information – Check Engine Lamp Illuminated, Transmission Does Not Shift Properly and/or DTC P0796 Set

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 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 | | |
| Chevrolet | Silverado 1500 (New Model) | 2019 | 2019 | - | - | Equipped with 2.7L, 5.3L Engines (RPO L3B, L84) | Equipped with 8 SPD Transmission (RPO MQE) |
| | Silverado 1500 | 2020 | 2020 | | | | |
| GMC | Sierra 1500 (New Model) | 2019 | 2019 | | | | |
| | Sierra 1500 | 2020 | 2020 | | | | |

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|-----------------------------------|---|
| Involved Region or Country | North America |
| Condition | <p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on one or more of the following conditions:</p> <ul style="list-style-type: none"> • Check Engine Lamp illuminated. • Transmission does not shift properly. <p>table-item</p> <p>Technician may find DTC P0796 set.</p> |
| 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. |

Correction

If you encounter a vehicle with the above concern, perform the following steps and contact the engineers listed below with your findings.

- When did the Check Engine Lamp (CEL) illuminate?
 - While driving?
 - 1.1.1. What type of road and or terrain?
 - During start up?
 - Was the remote engine start used?
 - Has the vehicle been idling for an extended period?
- Was the vehicle moving prior to the Check Engine Lamp (CEL) illuminate? Or, did the vehicle remain stationary when shifting into drive no matter how far the accelerator pedal was pushed before the Check Engine Lamp (CEL) illuminate?
 - At what speed was the vehicle traveling at?
 - If the vehicle was already in motion, did the speedometer drop to 0 MPH?
 - What was the ambient temperature when this issue occurred?
 - Is this the first time you've experienced this issue?
- Are the DTC's current or stored in history?

Important: DO NOT clear any DTC's from any module.

4. Were there any previous repairs made to the vehicle and if so, what components were replaced? (ECM, TCM, wire harness, sensors, valve body etc.)

Contact Information

The Contact Information has been redacted.

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 |
|---|---|------------|
| 8480928* | Engineering Information – Check Engine Lamp Illuminated, Transmission Does Not Shift Properly | 0.4 hr |
| * This is a unique labor operation for bulletin use only. | | |

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| Version | 1 |
| Modified | Released March 06, 2020 |