



Service Bulletin

Bulletin No.: 20-NA-102

Date: May, 2020

INFORMATION

Subject: Information on Lack of Acceleration Followed by a Clunk Feeling After Shifting From Reverse to Drive

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model - 12th VIN Digit = 7)	2019	2019	-	-	L84	MQE
	Silverado 1500 (New Model)						
GMC	Sierra 1500 (New Model)						

Involved Region or Country	North America
Condition	Some customers may comment that after traveling in reverse and shifting the transmission to drive, the vehicle may experience a lack of acceleration followed by a clunk or harsh downshift feeling.
Cause	This condition may be caused by the fact the vehicle not coming to a complete stop before shifting from reverse to drive.
Information	<p>If the transmission output speed (OSS) of the transmission does not obtain 0 mph/(kph) before shifting from reverse to drive, the transmission will be commanded to start in 2nd gear. Upon increasing the throttle, the transmission will command a 2-1 downshift, which will be harsh.</p> <p>The OSS may appear to obtain 0 mph/(kph) when reviewing GDS data. However, the filtered signal as determined by the Transmission Control Module (TCM), may be above the 0 mph/(kph) threshold required by the TCM.</p> <p>The vehicle must come to a complete stop prior to shifting the transmission from reverse to drive.</p> <p>Important: Replacing components on the transmission will not provide a resolution to the customers concern.</p> <p>The information found in this bulletin can be shared with customers that may inquire about this condition.</p>

Parts Information

No parts are required for this repair.

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
8480988*	Reverse to Drive Delay Verification	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released May 14, 2020

