



STAR ONLINE PUBLICATION

Case Number: S2021000005

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Symptom/Vehicle Issue: The Vehicle May Experience Harsh Shifting

Discussion: The customer may complain that the vehicle has a harsh shift at times.

These harsh shifts can occur during one or more of the following events:

- Upshifting from 2nd to 3rd
- Upshifting from 4th to 5th
- Downshifting 4th to 3rd while coasting
- Downshifting 2nd to 1st while coasting
- During lift foot or change of mind shifts

Diagnosis: Scan the vehicle for DTC's. If none are related to the transmissions performance, this STAR Online applies. If DTC's for the transmissions performance are found. Follow the DTC flow charts to root cause the customer concern. This STAR Online does NOT apply.

Test drive the vehicle and attempt to duplicate the customers concern. If the rough shifting occurs during one or more of the events listed above, then this is a known issue.

Repair: Engineering is aware and developing a resolution to address these concerns. A Quick Learn can be performed to improve these concerns. But the concerns may reappear again and another Quick Learn may need to be performed. **Valve body and/or transmission replacement WILL NOT correct these concerns.**

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found