



# Service Bulletin

Bulletin No.: 16-NA-361

Date: August, 2020

## INFORMATION

**Subject: Information on Transmission Harsh 1-2 Shift Upon First Start Up/Shift of the Day Under Light Throttle**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:			
		from	to	from	to					
Cadillac	ATS	2016	2019				Automatic 8L45 (M5N) 8L90 (M5X, MQE)			
	CTS Models									
	CT6	2016	2020							
	CT4	2020	2021							
	Escalade Models	2015	2017				Automatic 8L90 (M5U, MQE)			
Chevrolet	Camaro	2016	2021				-	-	-	Automatic 8L45 (M5T) 8L90 (M5U, M5X, MQE)
	Colorado (VIN S, T)	2017	2021							
	Corvette	2015	2019							
	Express	2017	2021							
	Silverado	2015	2018							
	Silverado LD	2019	2019							
	Silverado 1500 (New Model)	2019	2021							
GMC	Canyon	2017	2021				Automatic 8L45 (M5T) 8L90 (M5U, M5X, MQE)			
	Savana		2021							
	Sierra	2015	2018							
	Sierra Limited	2019	2019							
	Sierra 1500 (New Model)	2019	2021							
	Yukon	2015	2017				Automatic 8L90 (M5U, MQE)			

<b>Involved Region or Country</b>	North America and N.A. Export Regions
<b>Condition</b>	Some customers may comment that the transmission exhibits a harsh 1-2 shift on the first shift of the day, typically under light throttle.
<b>Cause</b>	This condition is due to the initial clutch fill time of the 2-3-4-6-8 (C4) clutch.
<b>Information</b>	Some customers may experience a flare condition on the first 1-2 shift of the day or after the vehicle has been parked for several hours. The condition may have developed after the replacement of a complete transmission assembly or the replacement of the stator support to correct a delayed engagement condition. This is most likely to occur under light throttle conditions. Subsequent 1-2 shifts have acceptable shift feel. Replacing transmission components will not correct the condition.
<b>Correction</b>	<p><b>Important:</b> Replacing transmission components or complete assemblies will not improve the condition.</p> <p>The first 1-2 shift of the day may be harsh. The customers' vehicle should be compared to a like vehicle under the same driving conditions. <b>Do Not</b> replace any parts for this condition.</p> <p><b>Note:</b> This condition will not impact the designed performance or reliability of the vehicle.</p>

## Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
8481038*	Confirmation Verification of First 1-2 Shift of the Day	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	7
<b>Modified</b>	Revised Nov. 18, 2016 - Revised the Cause section. Revised April 6, 2017 - Added models and Revised the Condition, Cause and Correction sections. Revised July 20, 2017 - Updated Model section. Revised May 21, 2018 - Updated Model section. Revised October 08, 2019 - Added 2020 CT4 and updated models to 2020. Revised August 10, 2020 - Added 2021 to Model Years and add Labor Operation section.

