

Subject: Engineering Information - Early, Late, Harsh and/or Slip Type Transmission Performance

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 PIE 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 2500/3500 HD	2020	2020	-	-	Equipped with 6.6L Engine (RPO L5P)	Equipped with 10 SPD Transmission (RPOs MGM, MGU)
GMC	Sierra 2500/3500 HD						

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 transmission performance conditions.</p> <ul style="list-style-type: none">• Shifting early• Shifting late• Harsh shift• Slipping
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, complete the survey below and contact one of the engineers listed below as General Motors Engineering is attempting to collect transmission related Customer Concern Not Duplicated (CCND) data in an effort to improve vehicle quality and the ownership experience.

Check all that apply:

1. Driving Mode when issue occurs (Check all that apply)

☐ Tow Haul

☐ Manual
2. Exhaust Brake Active (HD Only) (Check one)

☐ Yes

☐ No
3. Does issue occur when towing or loaded only (Check one)

☐ Yes

☐ No

3.1. If Yes, estimated trailer / load weight (lbs)If Yes, estimated trailer / load weight (lbs) (Check all that apply)

☐ 0 - 1000

☐ 1000 - 3000

☐ 3000 - 6000

☐ 6000 - 10000

☐ 10000+
4. Shift Type (Check all that apply)

☐ Range Change

- ☐ Upshift
☐ Downshift
5. Pedal position (Check all that apply)
- ☐ Off
☐ Light
☐ Medium
☐ Heavy
- 5.1. If on pedal, Accelerator Pedal Rate (Check all that apply)
- ☐ Steady
☐ Increasing
☐ Decreasing
- 5.1. If off pedal, Brake Pedal position (Check all that apply)
- ☐ Light
☐ Moderate
☐ Heavy
6. Cruise Control Active (Check one)
- ☐ Yes
☐ No
7. If Noise, please identify (Check all that apply)
- ☐ Whine
☐ Rattle
☐ Groan
☐ Buzz
☐ Clunk
☐ Slam
8. If Issue occurs outside of shift please identify (Check all that apply)
- ☐ Surge
☐ Shudder
☐ Vibration
☐ Bump
☐ Tie Up
☐ Flare / Slipping
9. If Shift Complaint, please identify (Check all that apply)
- ☐ Harsh
☐ Delayed
☐ Shifts Early
☐ Shifts Late
☐ Shifts to Wrong Gear
☐ Shifts to Wrong Range
10. Complaint Upshift (Check all that apply)
- ☐ 12
☐ 23
☐ 34
☐ 45
☐ 56
☐ 67
☐ 78
☐ 89
☐ 910
☐ Other
☐ Unknown
11. Complaint Downshift (Check all that apply)

- ☐ 109
- ☐ 98
- ☐ 87
- ☐ 76
- ☐ 65
- ☐ 54
- ☐ 43
- ☐ 32
- ☐ 21
- ☐ Other
- ☐ Unkown

12. Complaint Range Change (Check all that apply)

- ☐ Key Up
- ☐ Park to Drive
- ☐ Park to Reverse
- ☐ Reverse to Drive
- ☐ Drive to Reverse
- ☐ Drive to Park
- ☐ Reverse to Park
- ☐ Key Off

13. Vehicle Speed Range (MPH) (Check all that apply)

- ☐ 0-10
- ☐ 10-20
- ☐ 20-30
- ☐ 30-40
- ☐ 40-50
- ☐ 50-60
- ☐ 60-70
- ☐ 60-70

14. Engine RPM Range (Check all that apply)

- ☐ 0-500
- ☐ 500-1000
- ☐ 1000-1500
- ☐ 1500-2000
- ☐ 2000-3000
- ☐ 3000-4000
- ☐ 4000+

15. Time Since Startup (Minutes) (Check all that apply)

- ☐ 0-2
- ☐ 2-5
- ☐ 5-10
- ☐ 10-20
- ☐ 20+

16. Time Since Last Key Down (Hours) (Check all that apply)

- ☐ 0-1
- ☐ 1-3
- ☐ 3-6
- ☐ 6-12
- ☐ 12+

17. Frequency of issue during drive cycle (Check one)

- ☐ Less than once
- ☐ Once
- ☐ Multiple

___ Frequent

18. Is issue still occurring (Check one)

___ Yes

___ No

18.1. If no, mileage when issue stopped

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
8481078*	Engineering Information - Early, Late, Harsh and/or Slip Type Transmission Performance	0.3 hr
* This is a unique labor operation for bulletin use only.		

Version	1
Modified	Released September 09, 2020