



# Service Bulletin

Bulletin No.: 18-NA-358

Date: October, 2020

## TECHNICAL

**Subject: Shudder, 2-3 Upshift or 3-2 Downshift Concern**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission: (6T70, 6T75 or 6T80 Automatic)			
		from	to	from	to					
Buick	Enclave	2014	2017	—	—	—	M7V, M7X			
	LaCrosse		2016				M7U, M7W			
	Regal		2017				M7U, M7W			
Cadillac	SRX	2014	2016				M7U, M7W			
	XTS		2019				M7U, M7W, M7V, MHM			
Chevrolet	Equinox	2014	2017				—	—	—	M7U, M7W
	Impala		2019							M7W
	Malibu		2015							M7W
	Traverse		2017							M7V, M7X
GMC	Acadia	2014	2019				—	—	—	M7V, M7X
	Terrain		2017	M7U, M7W						

<b>Involved Region or Country</b>	North America, Europe, Russia, Middle East, Iraq, Israel, Palestine, Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Japan, Cadillac Korea, GM Korea Company, Thailand, Egypt, Africa
<b>Condition</b>	<p>Some customers may comment that the vehicle may have a severe launch shudder in 1st gear from a stop, or while driving along when in 4th gear, or during the 2-3 upshift or 3-2 downshift.</p> <p>Some customers may also comment on one or more of the following conditions:</p> <ul style="list-style-type: none"> <li>• Flare</li> <li>• Slide/bump</li> <li>• Slip</li> <li>• Harsh shift</li> </ul>
<b>Cause</b>	This condition may be caused by debris in the upper and/or lower valve bodies or valve scratched or scored, causing them not to move properly.
<b>Correction</b>	<p><b>Note:</b> Launch shudder concern may be induced/duplicated by power braking in first gear, but should only be attempted for 5 seconds or less to not cause any distress to the 1-2-3-4 clutch assembly.</p> <p>Validate that the concern is not an engine misfire or engine driveability concern.</p> <p>Confirm the shudder is not a torque converter clutch (TCC) shudder by monitoring TCC slip when TCC is engaged during the event.</p> <p><b>Note:</b> TEHCM replacement has not been an effective repair for the above concern.</p> <ul style="list-style-type: none"> <li>• If the concern is not isolated to be an engine misfire, driveability concern or TCC shudder concern, <b>DO NOT</b> replace the TEHCM.</li> <li>• If the shudder can be induced during a power braking event in first gear as shown in the video, then both the lower and upper valve body assemblies should be replaced at the same time.</li> </ul> <p><b>Note:</b> Inspect ISS and/or OSS for debris collecting as this would be a sign of an internal component failure. If no debris is seen on the sensors but valves and/or bores are scratched, check for final drive bearing failure.</p>

## Service Procedure

Refer to *Control Valve Lower Body and Upper Body Replacement* in SI.

## Parts Information

Causal Part	Description	Part Number	Qty
X	BODY, C/MLV UPR (W/O MANUAL VLV)	24281084	1
X	BODY, C/ VLV LWR	24257450	1
X	BODY KIT, C/MLV	24264343	1
N/A	FLUID, A/TRANS (DEXRON VI) (1QT/0.946 LITRES)	Refer to EPC	

## Warranty Information For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
8463870	Control Valve Lower Body and Upper Body Replacement	Use Published Labor Operation Time

Version	5
Modified	<p>Released November 30, 2018</p> <p>March 11, 2019 – Corrected Acadia and Enclave Transmission RPOs.</p> <p>October 17, 2019 – Added the 2019 Model Year to the Impala and Acadia models and updated the Involved Region or Country section.</p> <p>February 28, 2020 – Added the 2018 and 2019 Model Year and Transmission RPO MHM to the XTS.</p> <p>October 16, 2020 – Added the last Note to the Correction section.</p>

