



Service Bulletin

Bulletin No.: 18-NA-379

Date: October, 2020

TECHNICAL

Subject: 1st Gear and/or Reverse Only with No Upshift, Vehicle Will Not Go Above 25 mph (40 km/h), 1-2 Shifts Feel Like a Momentary Tie Up, Malfunction Indicator Lamp (MIL) Illuminated - DTC P2731 Set

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2019	2019			3.6L (LFY)	9T65 (M3W)
Cadillac	XT4					2.0L (LSY)	9T50 (M3H)
Chevrolet	Traverse					3.6L (LFY) or 2.0 (LTG)	9T65 (M3V)
GMC	Terrain					1.5 (LYX) or 2.0 (LTG)	9T65 (M3U) or (M3H)

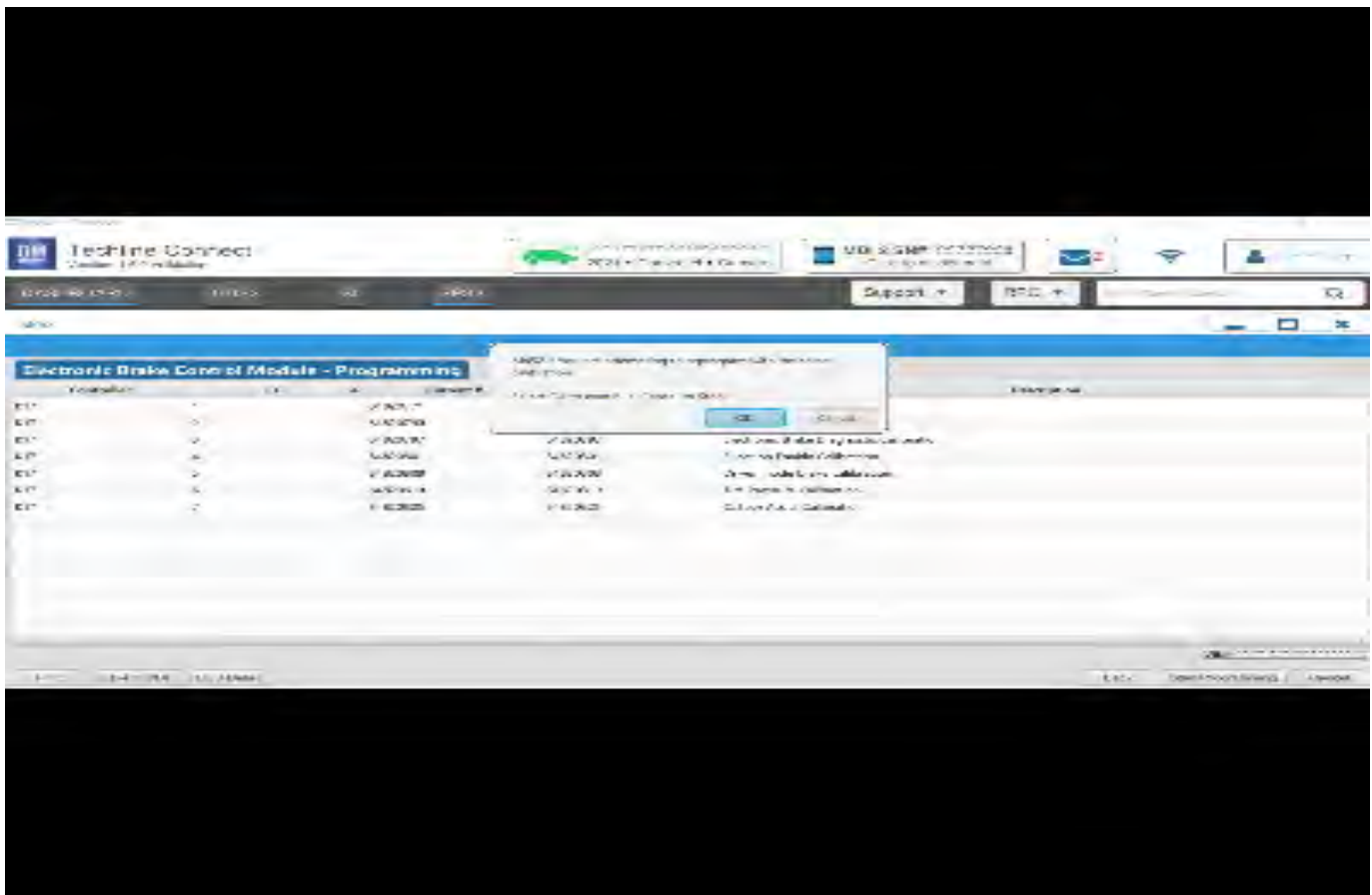
Involved Region or Country	North America, Middle East, Israel
Condition	<p>Some customers may comment on one or more of the following conditions:</p> <ul style="list-style-type: none"> • MIL illuminated • 1st gear and/or Reverse only with no upshift • Vehicle won't go above 25 mph (40 km/h) • 1-2 shifts feel like a momentary tie up <p>Some technicians may find DTC P2731 (Transmission Control Solenoid Valve 6 Performance) set in the Transmission Control Module (TCM).</p> <p>Note: Conditions may be difficult to duplicate.</p>
Cause	This condition may be caused by a software anomaly.
Correction	<p>Note: Must perform the service fast learn process once the software is installed.</p> <p>Update the transmission control module with the latest software available.</p>

Service Procedure

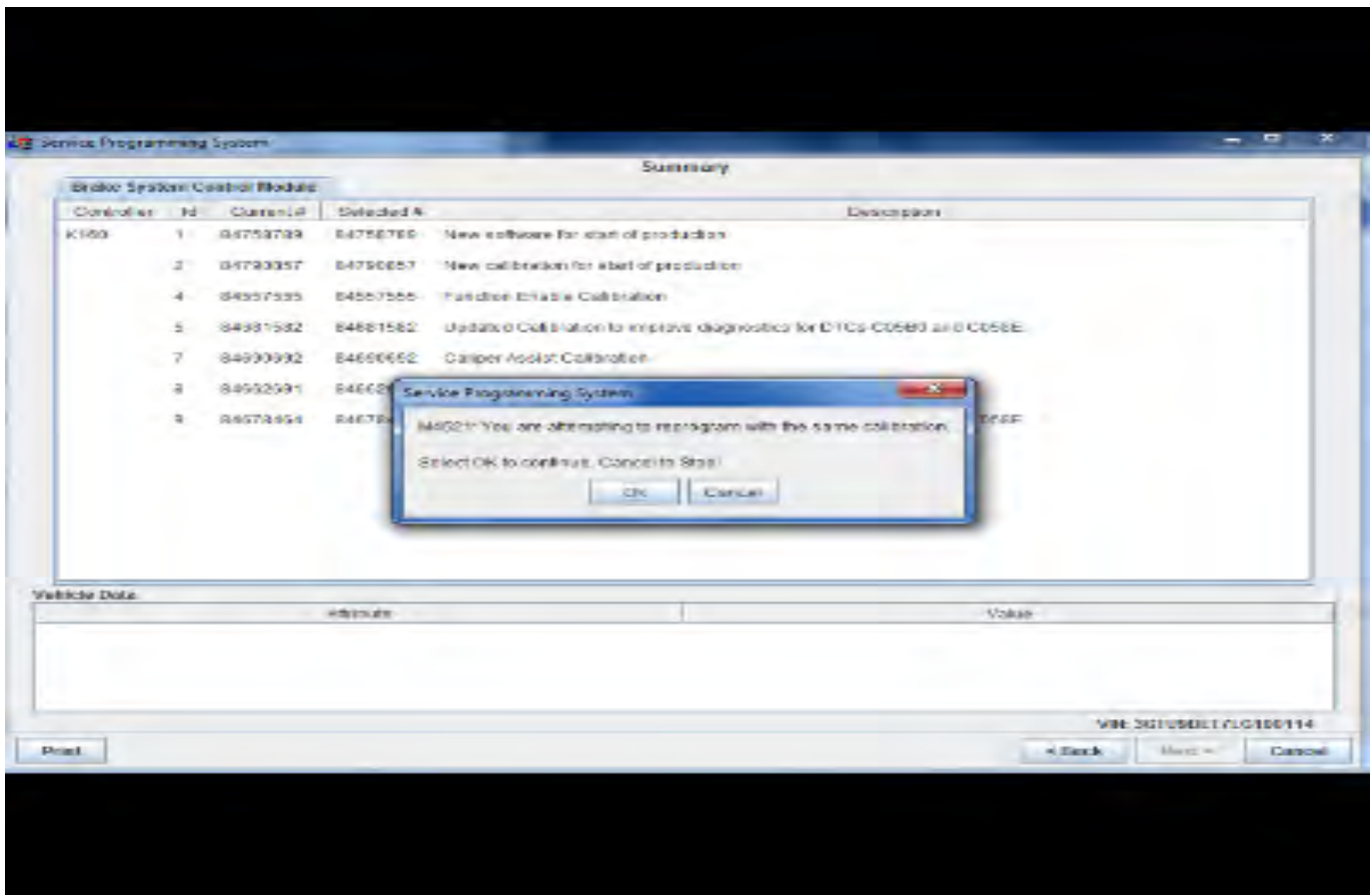
Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Ensure the ignition is turned OFF, load on the vehicle's battery such as; interior lights, exterior lights (including daytime running lights), HVAC, etc. may affect the download process.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



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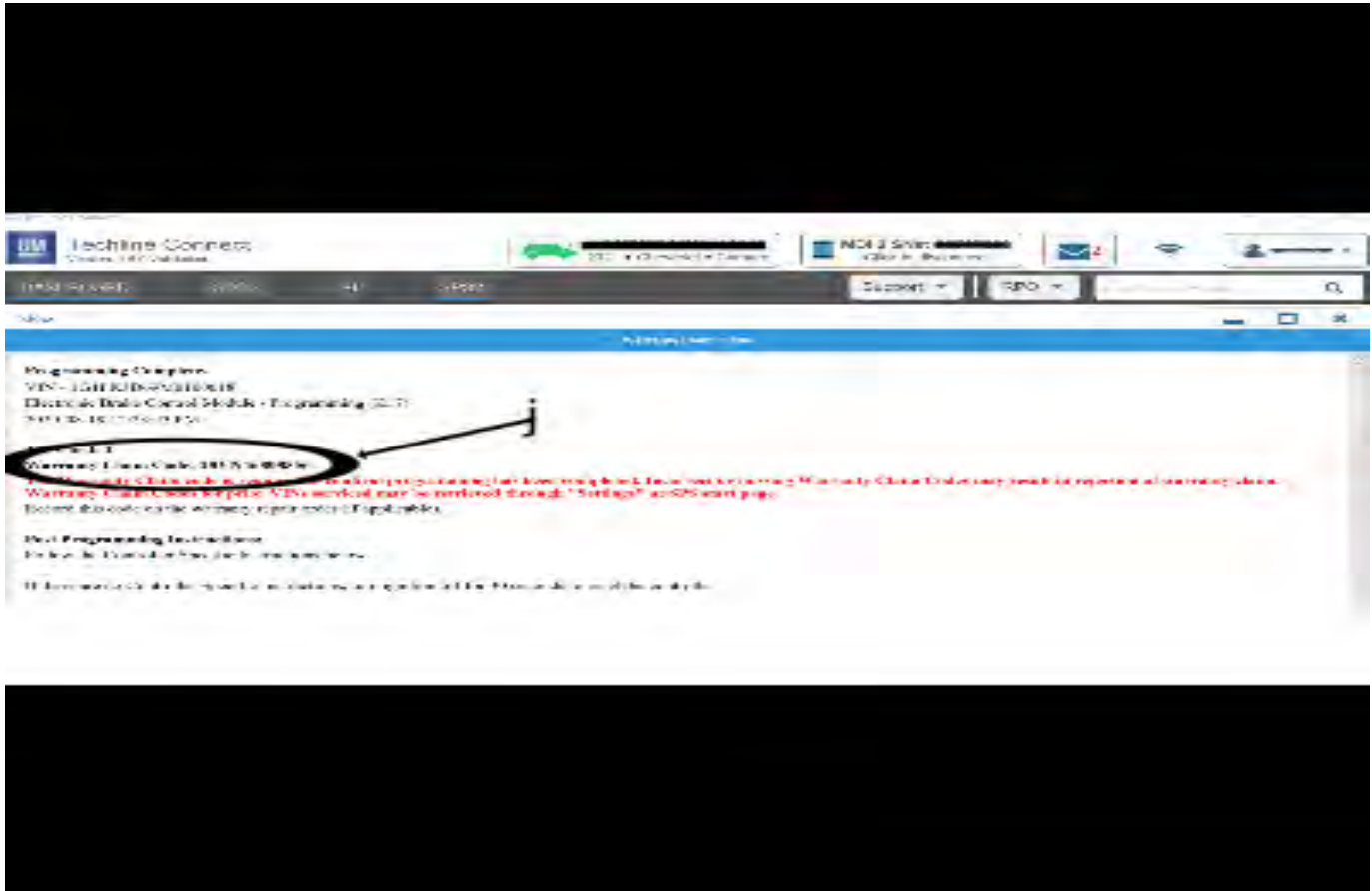
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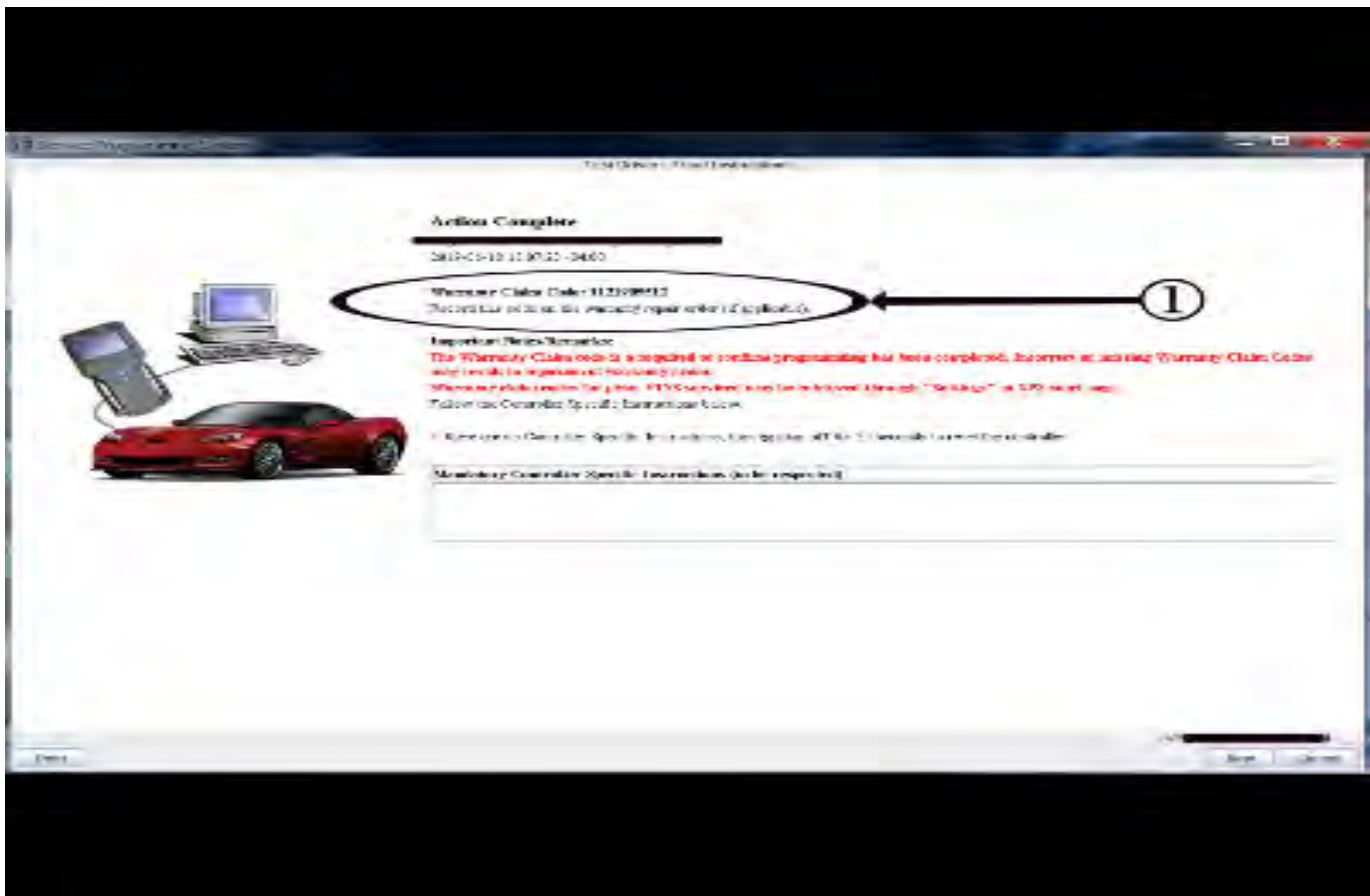
Important: Techline Connect and TIS2WEB screens shown above.

Important: : If the Same Calibration/Software Warning is noted on the TLC or SPS Summary screen, select OK and follow on-screen instructions. The system will generate a warranty claim code (WCC) for documentation purposes only. Perform service information (SI) diagnostics to determine the cause of the condition. Use the applicable labor operation code when submitting a warranty claim. Do NOT use the WCC with the warranty claim submission.

Important: When programming a module in GM's new Vehicle Intelligence Platform, or VIP, the power mode (ignition) needs to be off or errors may occur. This involves the 2020 Chevrolet Corvette, Cadillac CT5 and CT4, as well as the upcoming full-size Chevrolet, GMC, Cadillac SUVs and Buick Envision. Serial Data Message Authentication also needs to have the ignition off.

1. Reprogram the Transmission Control Module. Refer to *Transmission Control Module Programming and Setup* in SI.





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Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen

2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

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
2810175*	Transmission Control Module Reprogramming with SPS	Use Published Labor Operation Time

Important: *To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS Warranty Claim Code must be accurately entered in the “SPS Warranty Claim Code” field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the “Correction” field on the job card. Dealers must also enter one of the codes in the “SPS Warranty Claim Code” field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS/SPS2.

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TLC/TIS on the computer used to program the vehicle.
2. Select and start SPS/SPS2.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	4
Modified	Released December 17, 2018 Revised January 02, 2019 – Added the Enclave and Traverse models. Revised March 18, 2019 – Added the 2019 Terrain model and updated the stable battery voltage during programming statement. Revised October 12, 2020 – Added Engine and Transmission codes for GMC Terrain, added a note to Condition Section, added updated programming steps to Service Procedure and Warranty Information Section.

