

**Subject:** Engineering Information - Sudden Loss of Propulsion

**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 2500HD/3500HD	2020	2021	-	-	Equipped with 6.6L Engine (RPO L8T)	Equipped with 6 SPD Auto Transmission (RPO MYD)
GMC	Sierra 2500HD/3500HD						

Involved Region or Country	North America
Condition	<b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on their vehicle having sudden loss of propulsion.
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, perform the following steps and contact one of the engineers listed below with your findings.

1. Confirm that the vehicle has no forward or reverse propulsion.
2. Ask the customer/driver what they were doing at the time of failure:
  - 2.1. Going forward (approximate speed)?
  - 2.2. Was a manual range selected?
  - 2.3. Going in reverse?
  - 2.4. Did the failure occur at a range shift (drive to reverse, reverse to drive, park to drive or reverse)?
  - 2.5. Was 4WD being used at the time of failure (4WD High or 4WD Low)?
  - 2.6. Towing (how much weight, bumper hitch or fifth wheel)?
  - 2.7. Was the vehicle being used off road at the time of failure (mud, sand, snow)?
  - 2.8. Has the truck been used to plow snow at any point in the vehicles life?
  - 2.9. Any previous transmission repairs? (If yes please describe)

## 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
8485998*	Engineering Information - Sudden Loss of Propulsion	0.3 hr

Version	1
Modified	Released June 11, 2021