



Service Bulletin

Bulletin No.: 18-NA-358

Date: August, 2022

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, M7U, M7W
	Terrain		2017				M7U, M7W

Involved Region or Country	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
Condition	<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">• Flare• Slide/bump• Slip• Harsh shift
Cause	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.

Correction	<p>Note: 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>Note: TEHCM replacement has NOT been an effective repair for the above condition. Instead, do Performance test the TEHCM to clean/replace as needed.</p> <ul style="list-style-type: none"> • If the concern is not isolated to be an engine misfire, driveability concern or TCC shudder concern, DO NOT replace the TEHCM. • 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. <p>Note: 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>
-------------------	---

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

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/VLV UPR (W/O MANUAL VLV)	24281084	1
X	BODY, C/VLV LWR	24257450	1
X	BODY KIT, C/VLV	24264343 (M7V, M7U, M7X, M7W)	1
		24268463 (MHM)	
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	8
Modified	<p>Released November 30, 2018</p> <p>Revised March 11, 2019 – Corrected Acadia and Enclave Transmission RPOs.</p> <p>Revised October 17, 2019 – Added the 2019 Model Year to the Impala and Acadia models and updated the Involved Region or Country section.</p> <p>Revised February 28, 2020 – Added the 2018 and 2019 Model Year and Transmission RPO MHM to the XTS.</p> <p>Revised October 16, 2020 – Added the last Note to the Correction section.</p> <p>Revised March 19, 2021 – Added RPOs M7U and M7W to Acadia.</p> <p>Revised December 06, 2021 – Updated the second Note in the Correction section.</p> <p>Revised August 09, 2022 – Added Important statement above Service Procedure, RPO information to P/N 24264343 and added P/N 24268463 to Parts Information.</p>

