



## STAR ONLINE PUBLICATION



**Case Number: S2221000002**

**Release Date: July 2022**

**Symptom/Vehicle Issue:** 8HP70 Automatic Transmissions Clunk Or Knock Type Noise From The Driveline.

**Discussion:** Some customers may experience a clunk or knock type noise from the driveline during deceleration. There will not be any other drivability issues, diagnostic trouble codes (DTCs), or warning messages displayed with this condition.

If you receive a vehicle in with this condition, please perform the following diagnosis and repair procedure prior to replacing any parts.

**Diagnosis:** In a safe area, please perform the following steps to duplicate concern.

1. With the vehicle traveling at 55 mph (72 kph) and in 5th gear, perform 3 coast-down decelerations under each of the following conditions, until approx. 6mph (10 kph) when the vehicle shifts into 2nd gear.
  - 3 decelerations using no brake application.
  - 3 decelerations using light brake application.
  - 3 decelerations using normal brake application.
2. Did you experience the driveline clunk/knock type noise during the above drive maneuvers?
  - a. Yes>>> Perform the repair procedure listed below first before replacing any parts.
  - b. No>>> This document does not apply. Please continue with normal published diagnostics.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**



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### Repair Procedure:

1. Verify that both the Powertrain Control Module (PCM) and Transmission Control Module (TCM) are at the latest available calibration. Please refer to all applicable published Technical Service Bulletins (TSBs) for detailed programming instructions and labor operations.
2. Verify the transmission fluid is at the proper level and condition.
3. Using wiTECH, perform the “Reset Adaptive Values” routine located in the TCM “Misc Functions.”
4. Using wiTECH, perform the “Learn ETC” routine located in the PCM “Misc Functions”
5. Perform the Transmission Control Module Adaptation Routine. Refer to Service Library Service Information Section 28 – DTC Based Diagnostics > Module, Transmission Control (TCM) > 8HP70 > Standard Procedure, for detailed instructions on performing the routine. Be sure to closely follow the steps as written and perform the procedure until all of the fill counts reach at least 6.

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